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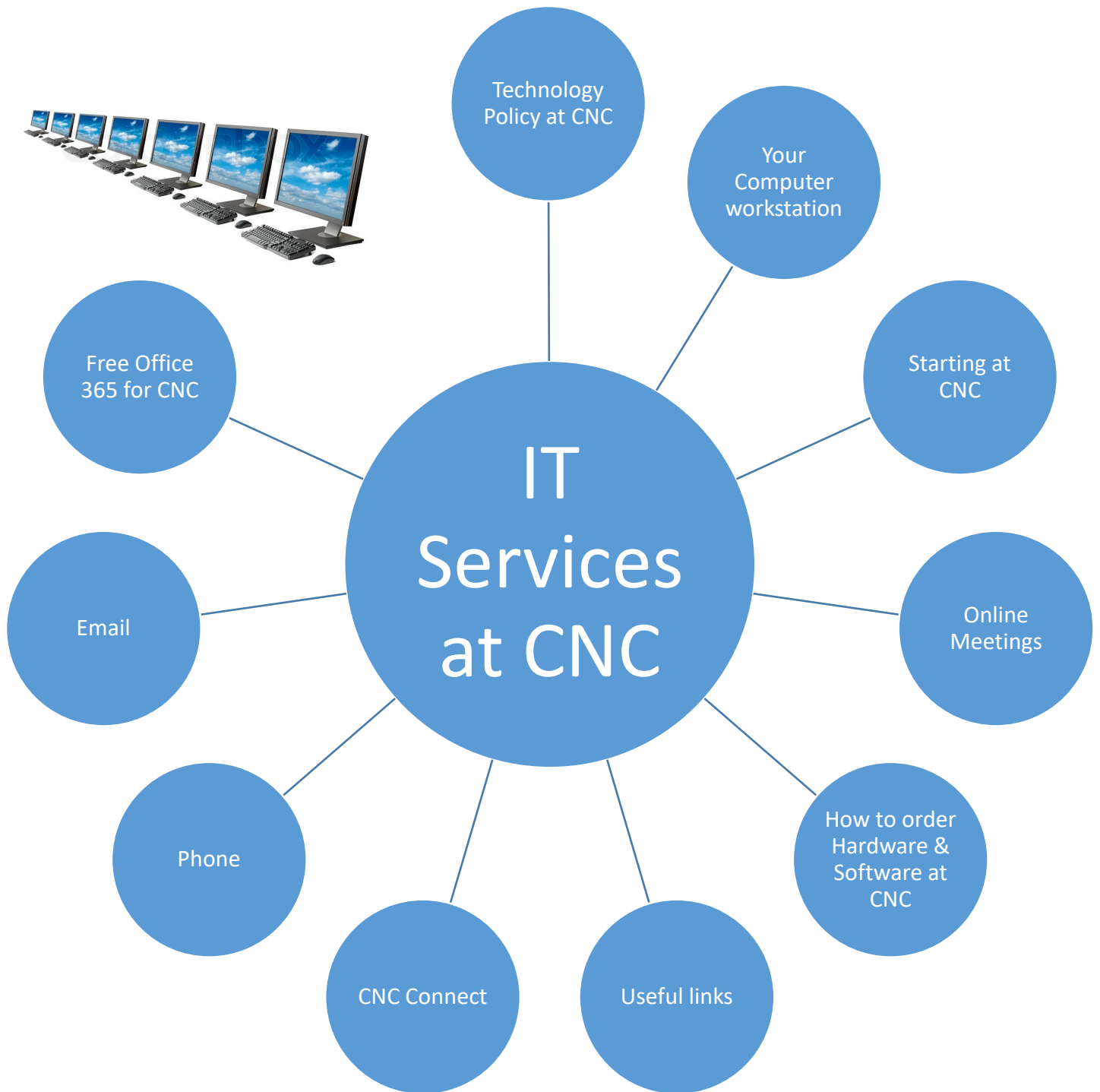
Your CNC Credentials:
You will be able to get your CNC credentials (login) from your supervisor, or directly from IT Services when you arrive at CNC. Your username will be in the format: last name, first initial, and maybe a number. Your initial password will be set to your date of birth in the following format ddMmmyyyy (please ensure that you capitalize the first letter of the month). These credentials will get you into most CNC login areas including CNC Connect, CNC Wi-FI, CNC Email, and of course your Workstation.

How to change your password:
The easiest way for staff and faculty to change their password is through their webmail: https://owa.cnc.bc.ca Just log in with your current credentials and then click your name in the top right corner to bring up the change password option. Alternatively you can change your password through our online tool: https://tools.cnc.bc.ca/cncaccount . If you have forgotten your password you can contact the IT Helpdesk for assistance.

The Contact Page:
When you start at CNC your contact page listing will be populated with as much information as we have at that time – however this usually does not include a phone local, room number, or any credentials that you have that you would like listed. Please contact the IT Helpdesk with this information if you find it is not included next to your name at: http://tools.cnc.bc.ca/contacts

Wi-Fi:
You can hook up to the Wi-Fi on your devices while at CNC. There are three Wi-Fi options on the Prince George campus, and two on regional campuses.

'CNC Secure'
IT Services recommends using the *CNC Secure* Wi-Fi for cell phones and other personal devices on all campuses. Once you have signed in it will remember your credentials and automatically connect everyday when you are on campus.

'CNC'
The *CNC* Wi-Fi is recommended for CNC guests account use or if you only occasionally use Wi-Fi. It will require you to log in when you open a web browser every day.

'CNC AD'
The *CNC AD* Wi-Fi is to be used with CNC devices (surface pro or laptop with a CNC barcode sticker). This Wi-Fi network will allow you to access the shared drives on your CNC device.

Your Computer Workstation

Use your CNC credentials to log onto your computer. Your computer at CNC comes with Microsoft Office and other standard software installed. If you find that you are missing software that you require please contact IT Services to see if it is available for install. If it is not a piece of free software we will require your supervisor to contact IT Services with their 14 digit budget code and information regarding exactly what software you would like to order.

Please make use of your U-drive and the Shared drives to save any important files. These drives have full backup protection and recovery, where as your profile area (My Documents, My Pictures, Desktop etc.) do not.

U-Drive
Your U-drive is a place to store files which do not need to be shared with others at the College. No one else can access your U-drive. You have a fixed size quota in your U-drive, however if you require more space just contact IT Services and we can increase your quota as required. Navigate to your U-drive through 'This PC'.

Campus drive (S-Prince George, Q-Quesnel, L-Burns Lake, N-Nechako, J-Fort St. James, M-Mackenzie)
The campus drives are where collaborative files are stored. Depending on your department and responsibility you will have access to certain folders located within the Shared Drives. Navigate to the Shared drives though 'This PC'. If you find that you cannot access a folder which you require please have your supervisor make a request to IT Services.

R Drive:
The R-Drive is a non-campus specific area for cross-campus collaboration. Navigate to the R drive through 'This PC'. If you find that you cannot access a folder which you require please have your supervisor make a request to IT Services.

MyFiles:
MyFiles (https://myfiles.cnc.bc.ca) is a web browser based tool through which you can access any files located in your U-drive or Shared drives from any computer with an internet connection. For editing these files you will need to download them to your computer, edit, and then re-upload them.

SharePoint (Portal):
SharePoint is another tool for collaboration at CNC. All staff and faculty can access the SharePoint home page through https://portal.cnc.bc.ca your department may have a team or project site on SharePoint which you may be granted access to. Speak to the SharePoint Administrator in your department if you cannot access a SharePoint site that you need.

CNC Connect

CNC Connect is used by Staff, Faculty and Students at CNC for various purposes. This is where you go to access your pay stubs / personal information / T4's etc. It is also where Faculty go to access their class information. Use your CNC credentials to log into CNC Connect: https://cncconnect.cnc.bc.ca

The Staff Area is accessed through the purple 'CNC Connect for Employees' picture button on the right (after logging in). This area is where all staff and faculty can access:

Position summary
Leave plan summary
Pay Advices
T4 Slips

The Faculty Area is accessed through the green 'CNC Connect for Faculty' picture button on the right hand side (after logging in). This area is where Faculty at CNC can access:

Class list
Grading
Class Searches
Class Schedule
Downloadable class lists

Contact Financial Services if you are having issues accessing your pay / T4 information

Contact the Office of the Registrar if you are having issues accessing your Faculty area information

Contact IT Services if you cannot log into CNC Connect, after testing your password at https://tools.cnc.bc.ca/cncaccount

Desk Phone

CNC staff and faculty who are assigned a workspace and computer also have a desk phone. The desk phones used at CNC are VoIP phones, meaning that they use your internet connection to function. If you would like a desk phone and do not have one at your work area please contact IT Services.

The local (direct calling number for all CNC campuses) is displayed in the top center of your phone screen, and is 4 digits long. This will be displayed on your CNC contact page listing so that others know how to contact you. Your full phone number for external contact will be: 250-562-2131 followed by your extension.

Voicemail

When you begin working at CNC your supervisor should let IT Services know your room location and phone local so that we can make the correct assignments for your phone display name and voicemail box. All voicemail box default passwords are set to 2580. To set up your voicemail box please press the message button on your phone and enter the default password. You will be prompted to create a new password and to record a voicemail greeting. If the default password does not work for you it is likely that the phone has not yet been assigned to you – please contact the IT Helpdesk.

How to use your Avaya Desk Phone:

http://www.cnc.bc.ca/IT_Services/Help_and_Services/Telephone_and_Voice_Message_FAQs.htm

Headsets:

If you require a headset please have your supervisor make a request to IT Services.

Email

Your CNC email is accessible in two different ways: Outlook, and OWA.

Outlook program:
The Outlook program is installed on all CNC computers as part of the Microsoft Office package. To set up your Outlook program on your computer for the first time press your start menu and search for Outlook. Press Outlook 2016 to open the program. A set-up wizard will start and automatically pull your email address and password (it knows these credentials by looking at who is logged into the computer). Press next & finish and your Outlook program is set up. You may want to pin the program to your taskbar for quick access. You can do that by right clicking the Outlook icon on the bottom task bar and selecting 'pin to taskbar'.

OWA (Outlook Web App):
OWA is the lite version of Outlook which is accessible through the web from any computer with an internet connection. Its main benefit is that it is accessible from outside of CNC. OWA has fewer features than the Outlook program but benefits from often being faster to push through changes such as assigning extra generic mailboxes.

Below is a list of common things you may want to do with your Email. It is recommended that these are done through the Outlook program rather than OWA.

Set an Auto-reply
Set Mailbox Rules
Share your calendar
Send a meeting invite
Add a generic account*

*The addition of a generic account (usually for your department) should be requested by your manager or supervisor. A generic account is usually accessible by more than one person in the department. These are often used for general inquiries directed to a department or area rather than a single employee. Examples include Helpdesk@cnc.bc.ca , Admissions-info@cnc.bc.ca etc. If you have requested access to a generic account managed by your department you will see it appear in the left hand column of the Outlook Program, underneath your own CNC email inbox and folders.

Students, Staff and Faculty can download and install MS Office 365 ProPlus to 5 personal devices for free!

The College of New Caledonia participates in the Microsoft Office 365 for Education program. This allows students, faculty and employees to download Microsoft Office Applications free of charge. Students will have access to this program and software for as long as they are enrolled in classes at CNC. Employees will have access to this program and software for as long as they are employed at CNC.

To register please visit https://office.com/getoffice365 enter your CNC email address and select 'Get Started'

Different Applications are available to you depending on your device. Each CNC user will be able to download Microsoft 365 Apps to 5 personal devices.

Applications available for Windows Computers:

Word   Excel   PowerPoint   OneNote   Access   Publisher   Outlook

Applications available for Mac OS X computers and iPads:

Word   Excel   PowerPoint   OneNote

Applications available for Android and Apple iOS devices:

Office Mobile   OneNote

Online Meeting

Online meeting tools are available to you at CNC. Currently we use Skype for Business and BlueJeans.

Skype for Business:

CNC provides Skype for Business accounts to all Staff and Faculty. It comes as part of the MS Office suite and is pre-installed on your workstation. To log in please use your CNC email address and password. If you are unable to sign in please contact IT Services.

Skype for Business is CNC's preferred online meeting tool for internal use. You can find an introduction to Skype for Business at: https://www.youtube.com/watch?v=SfLlWadY9UM and on the IT Services webpage under 'Online Meeting'. No coordination with IT Services is necessary to use your Skype for Business account.

BlueJeans:

BlueJeans is an additional online meeting tool primarily used to communicate between CNC and external contacts. BlueJeans can be used from any computer, phone or device depending on the level of communication required (voice / video). You can find further information about BlueJeans on the IT Services webpage under 'Online Meeting'. To book a BlueJeans meeting contact IT Services preferably 1 day prior to your meeting with the meeting title, date, start time, end time, and email addresses of anyone who needs a link to the meeting.

How to order Hardware and Software at CNC

If you find that you are in need of additional hardware or software for your position your supervisor can request it through IT Services. All software and Hardware orders at CNC should come through the IT Helpdesk so that proper asset tagging and tracking can be maintained. IT Services also has access to special educational pricing for a lot of software.

Hardware:
You can find a list of CNC's current standard supported hardware on the IT Services webpage under 'Standard Hardware'. If you do not find what you are looking for please contact IT Services with your request. Non-Standard hardware requests must be approved by the CIO.

Software:
Your CNC workstation comes with the full Microsoft Office 2016 suite as standard. If you require additional software for your position your supervisor can request it through IT Services. Some popular additional software is MS Visio, MS Project, Acrobat Pro etc. All additional software purchase will be charged to your department budget code.

Please familiarize yourself with the following technology guidelines:

Guideline for Access to CNC Systems and Resources

Email Guidelines and Procedures

Useful Links

CNC Connect

CNC Connect is used by Staff, Faculty and Students at CNC for various purposes. This is where you go to access your pay stubs / personal information / T4's etc. It is also where Faculty go to access their class information.

Room Finder

This tool allows you to locate rooms by room number, department, floor, and campus.

Free Office 365

Students, Staff and Faculty have access to install free Microsoft Office Products on their personal Devices. Please let your students know!

Guest Wi-Fi tool

This tool is for use by Staff and Faculty to 'sponsor' a guest's Wi-Fi access at CNC. If a guest is visiting use this tool to give them free Wi-Fi access on campus for 24 hours.

Colleague Access Request form

Staff and Faculty may require a Colleague account - ask your supervisor if you will need access to Colleague prior to filling in a form.