



Welcome LCCC Students!

Below is some information on many of the College's technology resources. Please feel free to contact the IT Help Desk (see last page) for support regarding these College's IT resources.

1. LCCC Student Intranet



The LCCC Student Intranet is a great technology resource for LCCC students. From this site, you can access your LCCC student email account, link to other LCCC technology resources, search for instructors, and keep informed about College events. To access the LCCC Student Intranet, go to <https://studentportal.luzerne.edu>.

2. Email/Network Accounts

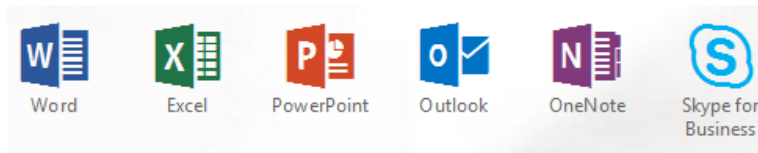
The College provides all students with email and network accounts. Students using the computer labs at any campus can log in using their individual student account name and password. To access student email from any computer or device, open a browser and go to the LCCC Student Intranet at <https://studentportal.luzerne.edu> to login. Students can continue to use their LCCC student email accounts even after they are no longer enrolled as a student for up to one year.

3. Wireless Access



The College provides wireless access at the Main Campus and all dedicated centers. The SSID for our wireless network is **lcccwlan** and the password/passphrase is **wireless**. Once connected to lcccwlan, a browser window will pop up and prompt you with a login page. This is where you use your individual student account username and password to authenticate. Data downloads are limited to 3GB per day and each user will be required to re-authenticate after 24 hours. For assistance with connecting to the wireless network, please contact the IT Help Desk.

4. Free Microsoft Office Software for LCCC Students



All enrolled LCCC students can download **Microsoft Office software** for Windows for free.



Luzerne County Community College students that are enrolled in at least one class are now eligible to download many Microsoft software packages for free as part of the Microsoft Azure Dev Tools for Teaching program. This program allows you to obtain this software for home use.

For more details on both programs, go to the LCCC Student Intranet and click on the Microsoft Software link that appears under the Links menu.

5. Open Computer Labs



There are two 40-station open-use student computer labs at the Main Campus. One is in Building 10, Room 115 and the other is in the Campus Center, Room 113. In addition, the Library has 21 computers available for student use. These labs are equipped with Dell computers, Apple iMac computers, and printers. The computers have the latest software packages installed such as Microsoft Office, multiple web browsers, and Adobe software. For lab hours, check out the LCCC Student Intranet. At LCCC's dedicated centers, computer labs are also available for student use.

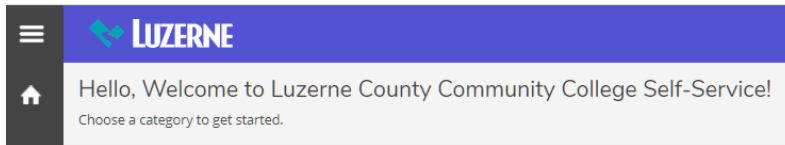
6. Blackboard Learn



Blackboard Learn software is used in many distance learning courses as well as in some traditional classes. When students enroll in a class that uses this software, a Blackboard Learn account is automatically created. Your username and initial password are both your first/last name initials followed by your 7-digit student ID number. For example, if your name is John Doe and your student ID number is 0987654, your Learn username and initial password would be jd0987654. We recommend that you change your password *immediately after logging in* to Learn for the first time.

For more details about this software, go to the LCCC Student Intranet and select **Distance Education** from the left menu.

7. Self Service



Self Service allows LCCC students to access and process information from the College's student information system through any web browser. You use these systems to view your class schedules, register for courses, see final course grades, request transcripts, etc.

For more details, go to <http://selfservice.luzerne.edu>

8. Emergency Alerts



Stay informed by receiving text and/or email notifications on emergency situations, LCCC weather alerts, school closings, class cancellations, and other critical LCCC information.

For more details, go to the LCCC Student Intranet and select **Text/Email Alerts** from the Links menu.

9. Saving Files



If you are using an LCCC academic lab computer running Microsoft Windows at any campus, you can save files to your personal network folder (a.k.a., your **H: drive**/home folder, which can be accessed in File Explorer under This PC > Network Locations). These files are then accessible from any academic computer running Microsoft Windows. You can also save your files to a USB flash drive or external USB hard drive. We strongly recommend that you do not save files to the local computer (anywhere on the C: drive) since these files are not backed up and you may not be able to use the same computer each time.

10. LCCC Main Website



You can find many resources available on the College's main website. Please check it out by going to <https://www.luzerne.edu>.

11. Information Technology Help Desk



The LCCC IT Help Desk is located on the Main Campus in Nanticoke in Room 106 of the Campus Center. The hours of operation are Monday through Friday from 7:00AM until 7:00PM and many Saturdays from 8:00AM until 12:00PM. The IT Help Desk can assist you with questions related to such things as student email and network accounts, Self Service accounts, Microsoft Software accounts and downloads, and Blackboard Learn accounts.

For more details, go to the LCCC Student Intranet and click on the **Help Desk Website** link that appears in the **Computer Labs and Help Desk Hours** section.