FAQs

Where are the Open Computer Labs on Campus?

➢ ATC Open Computer Lab: ATC-208
➢ Allied Health Learning Resource Center: MHC-E04
➢ Art and Architecture Computer Lab: MHC-W09
➢ CIS Labs: ATC-235, 237
➢ Computer Science Labs: ATC-207, 209
➢ Library: ATC 1st Floor
➢ Math Lab: BH-113
➢ Professional Office Technology Labs: ATC-314, 315, 319, 320
➢ Writing Center: BH-225

How can I recover/change my own password?

On the myLC campus login page click the logon support link that is located right under the login box. After verification you will receive a temporary password to log in with.
After logging in, you can change your password by clicking on Main Menu and then Change my password. If you are still having issues, call the myLC Help Desk and they will assist you.

I can't log into the WiFi on Campus!

Don't forget to open up a browser to get to our login page, you won't be able to connect unless you do so! When logging in, make sure you are using your full email address as your username. Alternatively, you can follow the instructions found above the login to use the correct domain in your username.

My computer is broken; is there somewhere I can take it on campus?

Yes! The Computer Repair Center is managed by the Computer Technology department and can be found at the TV1 building in room 116. Their hours are M-Th 1-4 PM and they can be reached at 281.425.6598.

Connect with Us

Contact the myLC Help Desk

➢ **Call Us:**
(281) 425-myLC (6952)
➢ **Email:** helpdesk@lee.edu
➢ **Stop by:** We are located in Huddle-122
➢ Please note our Hours:
   o Monday-Thursday: 7:30 – 5:15
   o Friday: 7:30 – 12:30

Follow Lee College

LeeCollege

@leecollege

LeeCollegeOnline

You can also visit our website for more information on IT:

www.lee.edu/IT

Need More Information?

➢ General Information – 281.427.5611
➢ Network Status – 281.425.6874
➢ Emergency Notification – 877.647.5767

Other Departments

➢ Admissions/Records – 281.425.6393
➢ Business Office – 281.425.6321
➢ Campus Tours – 281.425.6260
➢ Counseling Center – 281.425.6384
➢ Financial Aid – 281.425.6389
➢ Student Success Center – 832.556.4578

LEE COLLEGE

Technology Services
Quick Reference Guide

Information Technology supports the Lee College District by working with colleagues within and beyond the campus to enhance teaching and learning, support partnerships and collaborations, facilitate outreach and foster strategic partnerships. We have a passion for excellence and endeavor to set and deliver the highest standards of service, value, integrity and responsiveness.

Learn more on how IT can help you succeed in your academic and career goals inside ➔

What's In IT for Students

MyLC Campus – Your Online Resource
myLC campus is your all in one resource that provides online access to the services you need:

➤ Registration and Enrollment
➤ Transcripts
➤ Online Payments and Account Balances
➤ Financial Aid, and much more!

We also provide **myLC campus mobile** where you can get all of the above AND more information such as class search, course catalog, news, and much more right in the palm of your hand via your smartphone. Visit myLC campus and elect to use myLC campus mobile today!

Get the MS Office Suite for FREE!
Visit www.office.com/getoffice365, enter your myLC email address, and follow the instructions to get to the installation page. Feel free to call us at the myLC Help Desk if you need assistance.

More Online Services
➤ MyLC Email
➤ Blackboard Learn
➤ Login and Account Support
➤ Wireless Network Support
➤ Library Printing
➤ Course Catalog
➤ Online Chat
➤ Technology Training including Cyber Security

Be sure to check out our website at www.lee.edu/logins for access to the above resources and more.

What's In IT for Faculty & Staff

Better IT Support with Service Now
Service Now is our new and improved system that we are utilizing for more efficient and interactive trouble ticket resolution. Email comments and requests into our system and be kept up to date on your Incidents (previously known as Work Orders) every step of the way.

Employee Portal: Collaboration at its Finest
Utilize the newly updated Employee Portal for file sharing, department collaboration, and for staying connected. Learn more about the endless possibilities of productivity with SharePoint by contacting the myLC Help Desk.

Training Sessions
Have you been wanting to get a bit more knowledge on Microsoft Office? What about tips and tricks of using our various software like PeopleSoft? Our Monthly training sessions will be of great use to those who want to be more proficient with our software and equipment. Training will be offered for:

➤ Microsoft Office
➤ A/V Equipment (Projectors, Smart Boards, etc.)
➤ PeopleSoft/Oracle
➤ Cyber Security Training
➤ Other software as needed

Blackboard Learn
Blackboard is the one stop shop for online classroom materials. Post your syllabus, create assignments, create online tests and more all in one place. For more information, contact the myLC Help Desk.

Other Services

➤ Login and Network Support
➤ Outlook and Email Support
➤ Computer Setup and Support
➤ Software Installation and Support
➤ Telephone Setup and Support
➤ MS Office Home Use Program for full-time faculty and staff (found at www.office.com/getoffice365)

Additional Information

Technology Security Reminders
Don't forget: Never share your myLC campus username or password. We will never ask for or send your credentials via email; if you receive a request of this sort it is likely a phishing attempt.

Emergency Systems

Red Emergency Phones
Red emergency phones are located in all buildings on campus and will connect you directly with Security.

Blue Light Emergency Phones
To make an emergency call in parking lots, press the "red button" and you will be connected to security officers in a snap.

Digital Signage Network
Our electronic signs give students up to date information.

Emergency Broadcast System
This system is one of several redundant warning systems designed to broadcast information in case of an emergency

Emergency Alerts
Get notified of school closures, power outages, registration notices, and other vital information straight to your phone via text or via email. Visit www.lee.edu/alerts to sign up!

Access Control and Surveillance
Security Officers handle securing the admission to and use of campus buildings through security systems, such as video surveillance and access control.

Acceptable Use Policy
Please go over our acceptable use policy, it can be found at:
http://www.lee.edu/it/acceptable-use-policy/