FAQ

How do I connect to the WIFI on campus?

SSID	NWACC-Public
Enter the key	12345678

How do I get my email on my phone?

Syncing Your NWACC Email with External Devices

You can now sync your NWACC Email through the following methods:

☺ SmartPhones that support Microsoft Exchange Active Sync (iPhone, Android, Windows Mobile/Windows Phone 7, WebOS)
☺ Tablets that support Microsoft Exchange Active Sync

Configuration Process

When going through the configuration process, most of the above methods will auto-configure after you select the email type (Microsoft Exchange) and have entered your NWACC email address and password. Depending on the method though, you may be asked to enter information in other fields, and we have that information for you below:

Exchange Server: exchange.nwacc.edu
Domain: NWACC
Username: (first part of your email address – exclude the "@nwacc.edu")

Syncing Options

When working with mobile devices and tablets, you may be asked which items you want to sync, such as your mail, calendar, and contacts, so please be aware of this.

IT Help and Support

If you have any questions with this handout, please email techsupport@nwacc.edu.
NWACC does not support personal devices. This handout is intended to serve as a guide.

Is there a direct link to log in to email?

https://exchange.nwacc.edu/owa

How do I submit a tech support request?

You can call 619-4357, send an email to techsupport@nwacc.edu, or follow the steps below to submit a self-service ticket.
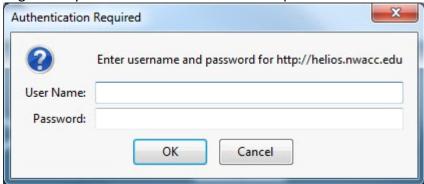Follow this link CLICK HERE
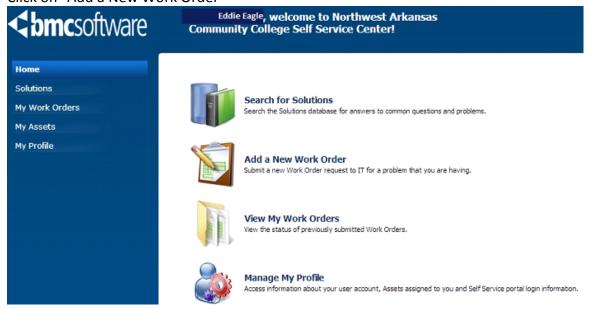Click BELOW the login button to login with your NWACC email address and password.

Login with your NWACC email address and password.

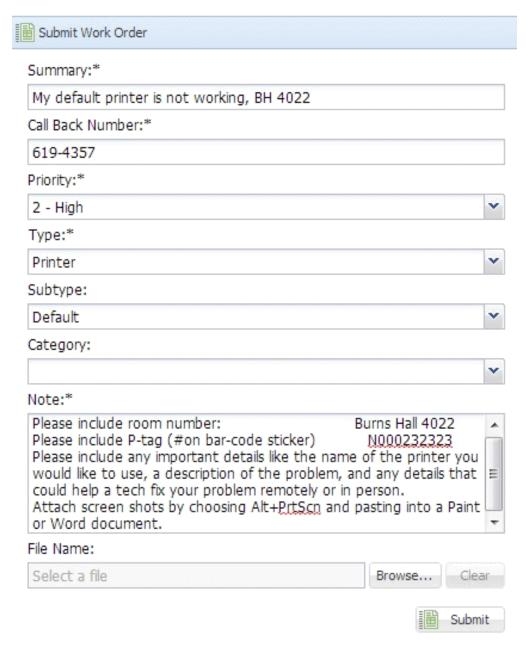Click on "Add a New Work Order"

New Work Order

New Work Order

Submit Work Order

Summary:*

My default printer is not working, BH 4022

Call Back Number:*

619-4357

Priority:*

2 - High

Type:*

Printer

Subtype:

Default

Category:

Note:*

Please include room number: Burns Hall 4022
Please include P-tag (#on bar-code sticker)   N000232323
Please include any important details like the name of the printer you
would like to use, a description of the problem, and any details that
could help a tech fix your problem remotely or in person.
Attach screen shots by choosing Alt+PrtScn and pasting into a Paint
or Word document.

File Name:

Select a file   Browse...   Clear

Submit

How do I schedule and event that require IT support?

Please send an email to Special.Events_IT@nwacc.edu

How do I get a quote on software or equipment?

Send an email to techsupport@nwacc.edu or call 619-4357 and we will get a work order in for you.

How do I get Microsoft Office for use on a personal computer?

Pay $7 fee at NWACC Cashiers Office
Take paid receipt to Tech support Faculty/Staff help desk. Employee must initial and sign the Microsoft at Home User Acceptance Form. Employees will receive a copy of signed form, the Microsoft Office disc and a detailed instruction sheet on use. You can also have it installed by coordinating a time for installation through the help desk or emailing techsupport@nwacc.edu.

Where do I forward email that I believe might be SPAM?

Don't open if you haven't already and forward to the network team postmaster@nwacc.edu.

How long should support requests take?

Our NWACC Technology Specialists provide technical support for hundreds of faculty/staff, over 1600 computers and numerous classroom technologies across multiple campuses. While they strive to provide same day response, our technicians are not always available on demand. When reporting an issue please allow 24 to 48 hours response time unless it is critical.
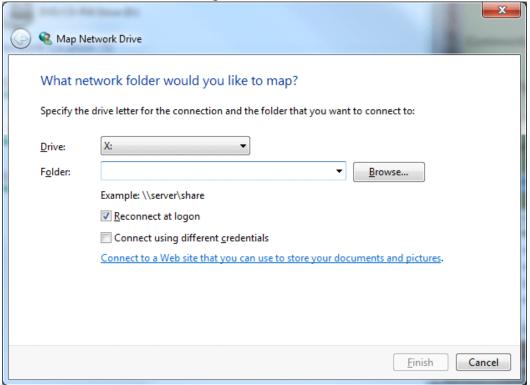
How do I connect to my H drive?

You can always call 4357 or if you would like to try it on your own you can follow the steps below.

Navigate to "Computer" an click "Map network drive" at the top of the page.
Choose the drive letter H
Enter \\dionysus\users$\yourusername (that last part should actually be your username)
Make sure that "Reconnect at logon" is checked and choose finish.

Why is my H drive not showing up?

 Try rebooting your computer and if you still don't see it call or email techsupport@nwacc.edu with your ptag number.

How do I get my Banner password reset?

 Call or email the help desk and have your employee ID number handy. You also need to know if you are using NPROD, NDEVT, NCAT, NTOP. Techsupport@nwacc.edu or 619-4357

How do I get my NWACC Connection password reset?

 Please call 619-4376

When I log into My NWACC Connection why does it say I am forbidden?

Please call 619-4376

When I log into My NWACC why do I see an error about my external user ID?

You will need to clear your cache.

About cache, cookies, and history
Each time you access a file through your web browser, the browser caches (i.e., stores) it. By doing this, the browser doesn't have to newly retrieve files (including any images) from the remote web site each time you click Back or Forward. You should periodically clear the cache to allow your browser to function more efficiently.
A cookie is a file created by a web browser, at the request of a web site, that is then stored on a computer. These files typically store user-specific information such as selections in a form, shopping cart contents, or authentication data. Browsers will normally clear cookies that reach a certain age, but clearing them manually may solve problems with web sites or your browser.
A browser's history is a log of sites that you visit. When you press a browser's Back button, you are moving back one entry in the history log. Browsers will normally clear the history at regular intervals, but you may want to clear it manually for privacy.

IE 10 Pics at the bottom

Internet Explorer 9 and 8
    Click Tools, and select Delete Browsing History... .
    Deselect Preserve Favorites website data, and select Temporary Internet files, Cookies, and History.
    Click Delete.

Internet Explorer 7

    From the Tools menu in the upper right, select Delete Browsing History... .
    To delete your cache, click Delete files... .
    To delete your cookies, click Delete cookies... .
    To delete your history, click Delete history... .
    Click Close, and then click OK to exit.

Firefox
The following instructions apply to Firefox 3.5 and later.
    From the Tools menu, select Clear Recent History. (Alternatively, in Firefox 4 and above for Windows, you can also click the orange Firefox button, and then select Clear Recent History from the History menu.)
    If the menu bar is hidden, press Alt to make it visible.
    From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
    Click the down arrow next to "Details" to choose which elements of the history to clear. Click Clear Now.

Chrome
    In the browser bar, enter: chrome://settings/clearBrowserData
    Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data).
    From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.
    Click Clear browsing data.

Opera
    From the Opera menu, select Settings, and then Delete Private Data... .
    In the dialog box that opens, select the items you want to clear, and then click Delete.

Safari
    From the Safari menu, select Reset Safari... .

From the menu, select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data covers both cookies and cache.

Mobile Safari for iPhone OS (iPhone, iPod touch, iPad)

To clear cache and cookies:

From the home screen, tap Settings, and then tap Safari.

At the bottom of Safari's settings screen, tap Clear cookies and data, or Clear Cookies and Clear Cache. Confirm when prompted.

To clear history:

From the home screen, tap Safari.

At the bottom of the screen, tap the Bookmarks icon.

In the lower left, tap Clear.
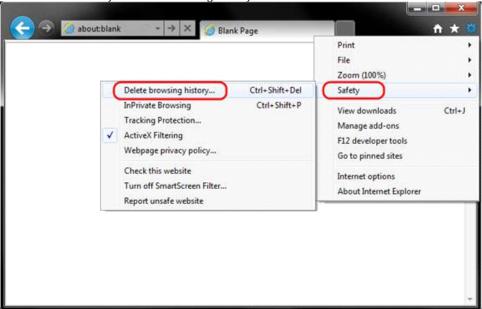
Tap Clear History.

Android

Start your browser.

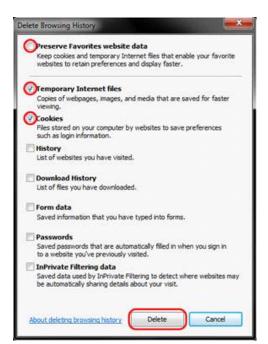Tap Menu, and then tap More.

Select Settings.

Under "Privacy settings", select Clear cache, Clear history, or Clear all cookie data as appropriate, and then tap OK to accept (or Cancel to cancel) the deletion.

IE 10

Select Tools > Safety > Delete browsing history....

Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.
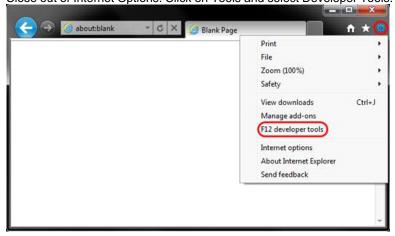
You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Further Troubleshooting

The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiscMail require a more thorough procedure. If you are still having issues, try to steps below.

Close out of Internet Options. Click on Tools and select Developer Tools.

In the Developer Tools window, click on Cache and select Clear Browser Cache...

Click Yes to confirm the clearing of the browser cache.

What/where is my PTAG or Computer Name?

PTAG
Number

You can also get this information by right clicking on "Computer" and choosing "Properties".

▸ Control Panel ▸ All Control Panel Items ▸ System   ▾ ↻   *Search Control Panel*
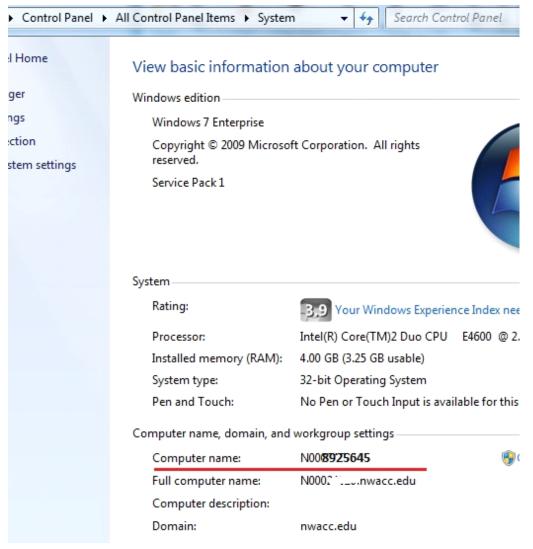
l Home

ger

ngs

ction

stem settings

View basic information about your computer

Windows edition

Windows 7 Enterprise

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Service Pack 1

System

Rating:	3.9 Your Windows Experience Index nee
Processor:	Intel(R) Core(TM)2 Duo CPU E4600 @ 2.
Installed memory (RAM):	4.00 GB (3.25 GB usable)
System type:	32-bit Operating System
Pen and Touch:	No Pen or Touch Input is available for this

Computer name, domain, and workgroup settings

Computer name:	N008925645
Full computer name:	N0002....nwacc.edu
Computer description:	
Domain:	nwacc.edu

Where is the IT help desk located?

Burns Hall 1214

Why am I having trouble with Xtender?

Xtender is not compatible with IE 10 and banner has issues with Java about 6.24. Please call the help desk for assistance.