

MIS FREQUENTLY ASKED QUESTIONS (FAQ)

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| <ol style="list-style-type: none">1. <u>What are the computer lab hours of operation and how do I get help?</u>2. <u>What do I do if system won't power on or nothing displays on screen?</u>3. <u>How do you send a work order for MIS Technical Support?</u>4. <u>What do you do when the Printer at student Center Lab display paper Jam Error?</u>5. <u>Why don't I have Internet connection?</u>6. <u>What do I do if I can't hear sounds from my computer?</u>7. <u>Can students and staff install software outside of GCC's specifications?</u>8. <u>Can I just simply call or knock at any MIS office for any computer problems if I am a GCC employee?</u>9. <u>There are different browsers loaded in the Student Center lab, can I use any of them to access MyGCC?</u>10. <u>How do I change my security questions and answers for MyGCC?</u>11. <u>What do I do if I forgot my password?</u>12. <u>How do I change my MYGCC password?</u>13. <u>What do I do if I'm a faculty and I receive a bounced email from students due to "email not found" error?</u>14. <u>Why are some emails that I sent or sent to me not being received?</u>15. <u>Why is student missing MyCourses Tab in MYGCC?</u>16. <u>Does GCC have an Internet policy?</u>17. <u>What do I do if I can't connect to the internet?</u>18. <u>Does GCC have a Wi-Fi wireless connection open to the public?</u>19. <u>Does GCC have community computers available on campus for public's use?</u> | <ol style="list-style-type: none">20. <u>I want to use Google Chrome and I understand there is a way to set up my account for easy login or sign in. How do I sign in to Chrome?</u>21. <u>How do I create an account in Google Chrome?</u>22. <u>How can I tell what is legitimate email or a phishing email?</u>23. <u>Is the Internet or network down?</u>24. <u>What do I need to understand when installing programs downloaded from the Internet?</u>25. <u>What is VoIP?</u>26. <u>What telephone system does GCC have?</u>27. <u>Is the remainder of GCC campus "ready" for VoIP?</u>28. <u>Are "extensions" possible with VoIP?</u>29. <u>If VoIP telephone services do not run on "inside wire" how does it work?</u>30. <u>Other than "new" buildings, what areas or locations can expect VoIP services in the near future?</u>31. <u>How to delete a large file attachment on an e-mail message that's stuck in Outlook Outbox?</u>32. <u>How to add your MyGCC email in Android phone or tablet?</u>33. <u>How to create a MyGCC account for your Iphone or Ipad?</u>34. <u>How to clear your Internet Browser cache or history?</u>35. <u>What to do when you click "Email Icon" on My GCC Portal and Email Window does not pop out?</u> |
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1st Question: What are the computer lab hours of operation and how do I get help?

Answer:

Regular Semester hours are Monday to Thursday 8:15 AM to 9:00 PM and Friday, Saturday 8:15 am to 4:00 PM.

Summer Session hours are Monday to Friday 8:15 am to 4:00 PM.

Assistance with technical help for the computer lab is available by contacting MIS Technicians at Room 5214 at the Student Center Building or by calling 735-8885/8884/5619. Technicians are available Monday to Friday from 8:00 am to 5: 00 PM.

After hours and Saturday, technicians are available by contacting 735-5619 or Student support services at 735-5555.

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2nd Question: What do I do if system won't power on or nothing displays on screen?

Answer:

If there is no power lights on the monitor or PC tower ensure that the UPS (battery backup) is Powered on. The UPS should have a solid green status light. If the UPS is powered on and displays a green solid light, check to see if power cords behind the monitor and PC tower are seated all the way into the socket and fits snugly and securely. If problem still persists or UPS does not show a solid green light status, please notify MIS by sending a work order. Refer to how to send a work order.

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3rd Question: How do you send a work order for MIS Technical Support?

Answer:

Send an email to work.order@guamcc.edu and include a detailed description of the issue you are having, be it a general technology request, or problems with computer systems. Include your name, room number, building number, and department, as well your contact information. This will ensure prompt service and a method for MIS to track and document work requests.

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4th Question: What do you do when the Printer at student Center Lab display paper Jam Error.

Answer:

Do not attempt to remove or fix paper jam as this may cause further damage to the printer. Notify MIS technicians at room 5214 at or call 735-8885, from the hours of 8:15 am to 5:00pm. If no answer at room 5214 or with phone number 735-8885, call MIS at 735-5619.

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5th Question: Why don't I have Internet connection?

Answer:

For STAFF OFFICES – Check to ensure Ethernet cable is hooked properly to connection behind the computer and on the wall network outlet.
For Computer Lab Users at Student Center Lab and Library – You should contact MIS at 735-8885, 735-5619, 735-8884.

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6th Question: What do I do if I can't hear sounds from my computer?

Answer:

If at the Student Center Lab and cannot hear any audio instruction.

Please check if headphone is plugged-in to the green audio port in front of the system and ensure that headphone is turned on, and please check and ensure that speaker/audio control on the lower right-hand screen is not on mute. If it is please click on the unmute button to enable the sound. If sound is already unmuted and audio is still not working, please contact MIS at 735-8885, room 5214, MIS room D5 735-5619, and Learning Resource Center, 735-8884, MIS room D1 735-5511.

If you are staff and are experiencing sound problems, please check if headphone is plugged into the green audio port in front of the system and ensure that headphone is turned on, and please check and ensure that speaker/audio control on the lower right-hand screen is not on mute. If it is please click on the unmute button to enable sound. If sound is still not working, please send a work request to work.order@guamcc.edu and also copy gcc.mis@guamcc.edu so Management Information Systems personnel are aware of the problem.

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7th Question: Can students and staff install software outside of GCC's specifications?

Answer:

No. If you are a student and are in dire need of installing software for class/homework purposes, check with your instructor so your instructor can contact the Department Chair and the Department Chair can contact the Management Information Systems administrator. If you are a staff, please check with your supervisor so your supervisor can contact the Management Information Systems administrator.

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8th Question: Can I just simply call or knock at any MIS office for any computer problems if I am a GCC employee?

Answer:

No. This FAQ document will hopefully help you out with some of the most common problems so that you will not have call or knock at any MIS office for any computer problems. The purpose of this FAQ is to reduce or eliminate the need to call or submit a work order to MIS for very common computer-related problems at GCC. Additionally, MIS personnel do not work on or entertain problems with personally owned devices. For all work-related computer, network, or Internet problems, etc., it is best to submit a work request to work.order@guamcc.edu and also copy gcc.mis@guamcc.edu so that all Management Information Systems personnel will be aware of your problem while or even before the Work Order is dispatched.

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9th Question: There are different browsers loaded in the Student Center lab, can I use any of them to access MyGCC?

Answer:

You can use any of the loaded browsers in the Student Center lab; however, the recommended or preferred browser for GCC is Google Chrome.

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10th Question: How do I change my security questions and answers for MyGCC?

Answer:

You do not need to change your security questions at this time.

The Security Question is set and it will ask you for Banner Student ID or Banner Employee ID, followed by the Month and day of your birthdate.

(Example: BXXXXXXXXmdd)

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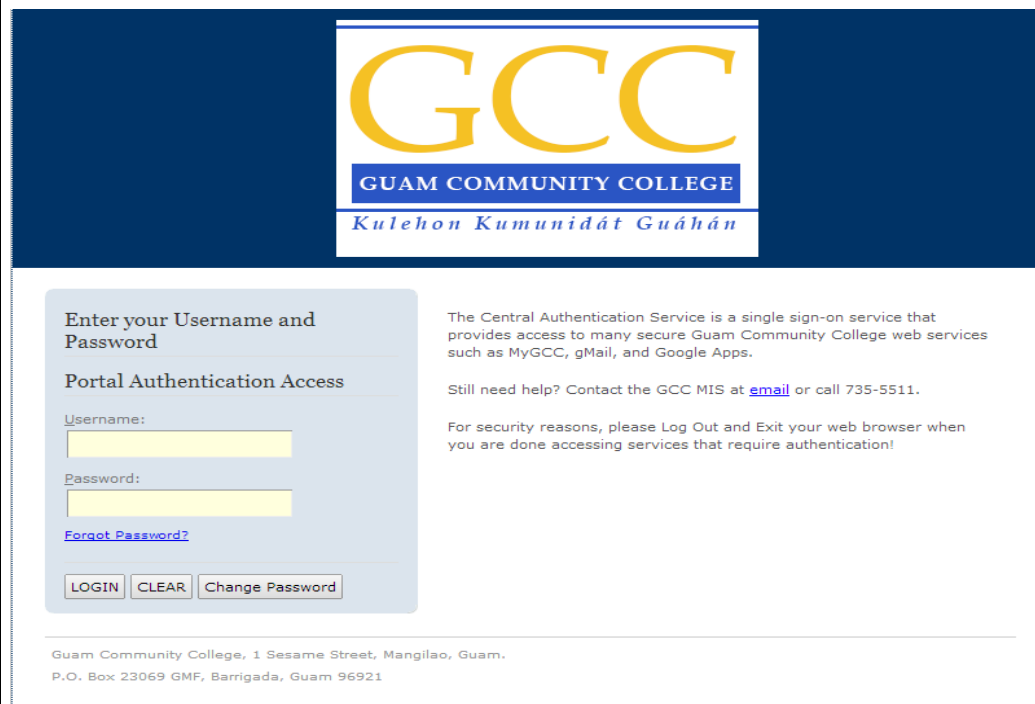
11th Question: What do I do if I forgot my password?

Answer:

You can reset your Password by clicking on the “Forgot Password” feature on the login page of MyGCC.

- 1st Input your Username, click submit
- 2nd Input the Security Question (Banner ID, followed by the Month and day of your birthdate.)
- 3rd Input New Password
- 4th Input New Password again (confirmation)
- 5th Click Submit

If you are unable to reset password and you are a student, please call the Registrar Office at 735-5531, but if you are an employee, please call the HR Office 735-5538, to request for a reset of your password.



Enter your Username and Password

Portal Authentication Access

Username:

Password:

[Forgot Password?](#)

The Central Authentication Service is a single sign-on service that provides access to many secure Guam Community College web services such as MyGCC, gMail, and Google Apps.

Still need help? Contact the GCC MIS at [email](#) or call 735-5511.

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

Guam Community College, 1 Sesame Street, Mangilao, Guam.
P.O. Box 23069 GMF, Barrigada, Guam 96921

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12th Question: How do I change my MYGCC password?

Answer:

- 1st On the MyGCC Login Page, click “Change Password”
- 2nd Input your Username
- 3rd Input Old Password
- 4th Input New Password (Make sure you follow the Requirements for new password)
- 5th Input New Password again for Confirmation
- 6th Click Submit

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13th Question: What do I do if I'm a faculty and I receive a bounced email from students due to "email not found" error?

Answer:

This happens when the student's email address is not yet activated by the student, which is needed by Gmail to detect and create a new and active address. To activate and have Gmail create the student's email address, the student must click on the "Email" icon upon initial or subsequent login to MYGCC portal. Student must wait at least 10 minutes or less to re-login to MyGCC and check on his/her email account. If email still has not been created, please e-mail gcc.mis@guamcc.edu or contact GCC MIS at 735-5511 for further assistance.

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14th Question: Why are some emails that I sent or sent to me not being received?

Answer:

If using Microsoft Outlook, check if email is in Junk folder of Outlook. If found, right click on the message and choose "Not Junk" option so that Outlook treats similar messages as not junk the next time you receive them. If in Gmail, check if email is in Spam folder of your Gmail. If found in Gmail Spam Folder, click "Not Spam" icon so that the email will not be tagged as spam the next time. This will also move the email to your inbox folder.

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15th Question: Why is student missing MyCourses Tab in MYGCC?

Answer:

This happens when the student does not have a "Student" role in its account profile in MYGCC. Inform Admissions and Registration Office about the missing MyCourses Tab and they will verify if the request is valid. If valid, the Admissions and Registration Office will inform MIS to enable the "Student" role in MyGCC for the student in question. If not valid, Admissions and Registration Office will work with the student to resolve the problem.

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16th Question: Does GCC have an Internet policy?

Answer:

Yes, [Policy 197 – GCC Online Policy & Procedures](#) which is available for viewing at the Governance tab of the MyGCC portal.

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17th Question: What do I do if I can't connect to the internet?

Answer:

What may seem to be a network connection problem - is sometimes simply a Website being temporarily offline. Before assuming your Internet connection is faulty, try visiting several popular Websites rather than just one. If you are able to access other websites, more than likely the site you are accessing is temporarily off-line. All you can do is to wait and try to access the website at a later time.

Also, check to see if others in your area or in close proximity are experiencing the same problems you are having. In most cases, simply restarting your computer will fix the problem, especially if others can connect to the Internet. If none of the above works, call and report the issue to the MIS department at 735-5619. Once Internet connection has been established, report the issue by emailing the problem to work.order@guamcc.edu and indicate connection has been restored.

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18th Question: Does GCC have a Wi-Fi wireless connection open to the public?

Answer:

Yes. The broadcast name is GCC Wi-Fi and is accessible from most areas within the campus. If Internet access is allowed without a password, then you may be accessing an Open wireless service nearby, but if access is prompting for a username and password, then you will be required to enter your MyGCC username and password to use the Internet.

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19th Question: Does GCC have community computers available on campus for public's use?

Answer:

Yes, upon entering the Learning Resource Center (LRC/Library) the first ten (10) workstations are open for All students and non-students of GCC. You can inquire at the Library front desk or contact GCC Library at 735-0228 or email at gcc.library@guamcc.edu for further assistance.

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20th Question: I want to use Google Chrome and I understand there is a way to set up my account for easy login or sign in. How do I sign in to Chrome?

Answer:

1. Open Chrome browser
2. Go to Settings
3. Click Sign in to Chrome
4. Enter your MyGCC login
5. Done

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21st Question: How do I create an account in Google Chrome?

Answer:

This is useful to manage multiple logins for instance your account and a group account.

1. Open Chrome browser
2. Go to Settings
3. Scroll down to "Users"
4. Click "Add new user"
5. Enter name for user & icon (optional)
6. Click "Create"
7. You will be presented with a login screen, enter your GCC e-mail address and password and sign in
8. Done

Note: User accounts will be separated by window.

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22nd Question: How can I tell what is legitimate email or a phishing email?

- a. You are not expecting it and if an email is soliciting information that is personal, sensitive, asking for money, asking your PIN, password, or asking you to go to a suspicious website with a very long link, then it is most likely phishing or fake email. For example: Nigeria Banking, USPS tracking, IRS, other colleges and university e-mail systems, and real or fake services such as bank or insurance names are being used.

*****Email Service Support*****

University of California San Diego Admin <noreply@ucsd.edu>

Sent: Fri 3/1/2013 3:17 PM

Recipients

NOT DIRECTLY SENT TO ME

Sign of mass mailing

Access to this server is available from your location through the Universal Resource Locator Click or Copy the below link to a browser and fill the required

information's: <https://docs.google.com/forms/d/16kwsfwQDfNMz0Snstd=1046ff49270f45a3&token=VLk5KD0BAAA.tuzEcKM0WSde0Izh>

Random off campus link

b.

From: Internal Revenue Service [irs-service@IRS.GOV] Sent: Tue 2/3/2009 3:55 PM
To:
Cc:
Subject: Official Notification

After the last annual calculations of your fiscal are eligible to receive a tax refund of \$92.50. Please submit the tax refund request and allow us 3-6 days in order to process it. A refund can be delayed for a variety of reasons. For example submitting invalid records or applying after the deadline.

To access the form for your tax refund, please click here :
<http://cimaonline.ca/form/Internal/Revenue/Service/index.html>

Regards,
Internal Revenue Service.

© Copyright 2009, Internal Revenue Service U.S.A.

Phishing emails are often sent from addresses that look official.

Clicking on this link would take you to a fraudulent website with a form to enter your personal information.

Notice that the URL does not direct you to an official IRS website.

c.

- i. Please check email address of the "to" and "from" headers.
ii. Most of the time the email address is sent to group email addresses.
d. Most viruses come thru email solicitations via links and/or from automatic or manual downloading of web content.
e. Delete the email and do not do what the email is requesting.

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23rd Question: Is the Internet or network down?

Answer:

Please read check list below for solutions (network connection solutions)

Go to the back of your computer and check the blue, white, or gray cable that has a similar connection like the telephone connection but bigger.



Check if there is green or amber light on the end of the cable. If there is green or amber light then you are connected to network. Reboot your computer and try again. If this suggestion fails, please call MIS at 735-5511 or 735-5619.

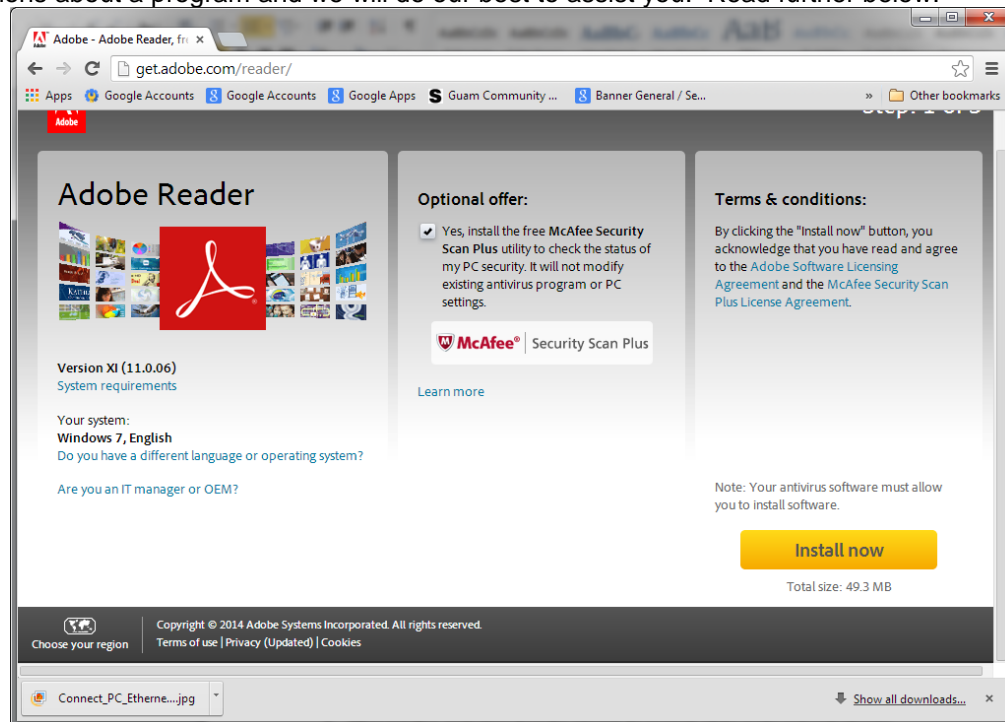
If you are on Windows XP look for two monitors side by side on the bottom right corner of your desktop. If there is an exclamation on the two monitors please check the internet cable on the back of the computer and check if there is green or amber lights flickering. Please check another machine and see if there is internet access. If there is internet access from another computer in your area, reboot your computer. After reboot and your computer does not have internet access please call MIS at 735-5511 or 735-5619.

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24th Question: What do I need to understand when installing programs downloaded from the Internet?

Answer:

Many programs from the Internet are legitimate such as applications Adobe Reader or Google Chrome, but sometimes there is a secondary program installation like another antivirus like McAfee, or utilities like search engines, toolbars, quick links, etc.. Google and Adobe are legitimate websites however, there are other sites that are not and will allow you to download games for free, or download free applications, computer repair software tools, screen savers, even browser toolbars, etc., but may actually have adware, spyware, or malware that can work behind the scenes without you knowing or installing applications that take over your computer and its resources. The recommendation is not to install any program that you are unfamiliar with or that you do not need. Contact MIS if you have any questions about a program and we will do our best to assist you. Read further below:



- a.
- b. Google and Adobe are legitimate sites.
- c. All the PC workstations in Guam Community have Symantec antivirus installed.
 - i. You do not need install a second antivirus.
- d. Most if not all PC workstations have Google Chrome installed.
- e. Please read every option of what you are installing and the secondary applications that may or may not be related to the application. Do not just install free applications.
- f. Remember free applications may contain adware, spyware, malware or a virus.
- g. Read what you are installing before actually installing the application, there may be hidden options or options that are automatically chosen or marked. Unmark them if you can, BUT if you CANNOT then it is best to cancel the installation.
- h. Below is an example of a malware virus.



i.

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25th Question: What is VoIP?

Answer: VoIP is an acronym for Voice over Internet Protocol. The Wikipedia definition is: Voice over Internet Protocol (VoIP) is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet.

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26th Question: What telephone system does GCC have?

Answer:

The majority of the Mangilao GCC campus runs on Plain Old Telephone Service POTS. GCC does have VoIP but limited to certain buildings only. It has been the trend for new buildings to have VoIP upon opening; this is true for all new builds with the exception of the Allied Health Center, which runs on POTS. Buildings that have VoIP services are the Learning Resource Center, the Student Center and the Foundation Building and buildings under construction or renovation will most likely have VoIP installed.

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27th Question: Is the remainder of GCC campus “ready” for VoIP?

Answer:

Some areas are more ready than others, most areas need network switches upgraded to support VoIP, while others require a router upgrade or network cabling upgrades.

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28th Question: Are “extensions” possible with VoIP?

Answer:

Generally extensions are not supported. Not with our current set-up anyway. In a VoIP set up every phone has its telephone number “programmed” into it. This means that you could not move a phone from one place to another or “swap” phones should it malfunction.

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29th Question: If VoIP telephone services do not run on “inside wire” how does it work?

Answer:

VoIP works via your campus/office network, the same network that your computers use! Generally, VoIP services run on a dedicated network exclusively for voice services.

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30th Question: Other than “new” buildings, what areas or locations can expect VoIP services in the near future?

Answer:

Some areas are ready now but most areas need switch upgrades. Admin & the Tech Center buildings are VoIP ready with the proper network switch upgrades.

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31st Question: How to delete a large file attachment on an e-mail message that’s stuck in Outlook Outbox?

Answer:

1. Have user disconnect network line from computer (at front tip of line connection to computer, push tiny lever of connector down and gently pull out cable)
2. Close Outlook (If prompted, choose option to “Exit Without Sending” and/or “Close Program”)
3. Restart Outlook
4. Go to “Outbox” folder of Outlook
5. Right-Click and choose option to “Delete” and message should disappear
6. Deleted message will now appear in the “Deleted Items” folder
7. To permanently delete all items in the “Deleted Items” folder you need to right click on the “Deleted Items” folder and choose option to “Empty Folder” and then click on “Yes” (Warning: MAKE SURE YOU ARE IN THE “DELETED ITEMS” FOLDER)
8. Done
9. Reconnect network wire to computer

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32nd Question: How to add your MyGCC email in Android phone or tablet

Answer:

Directions for your device may be a bit different, but here's the general idea:

1. Open the **Settings** app for your phone or tablet.
2. Find the **Accounts** section.
3. Touch **Add account**.
4. Select **Google** as the type of account.
5. Choose **Existing** to sign in to an account you already have.
6. Type your full email address.
 1. Type your MyGCC email address `firstname.lastname@guamcc.edu`
7. Type your MyGCC password and touch the right arrow to sign in.
8. Finish going through the last couple screens and the Gmail app is ready to go.

Switch accounts

Open the Gmail app, touch the Gmail icon  or swipe from the left edge of the screen, and select your account from the list.

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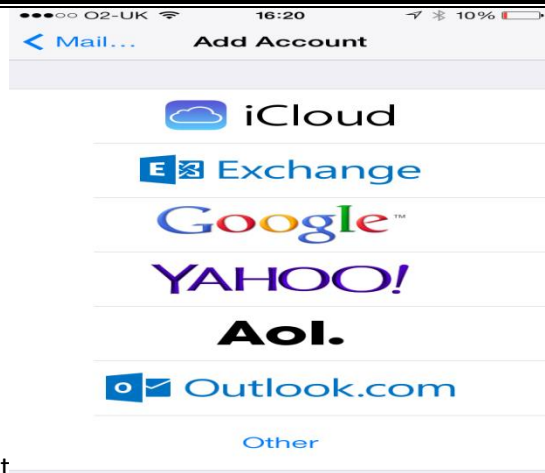
33rd Question: How to create a MyGCC account for you Iphone or Ipad

Answer:

1. Tap on the Settings app and scroll down until you see Mail, Contacts Calendar and tap on it.



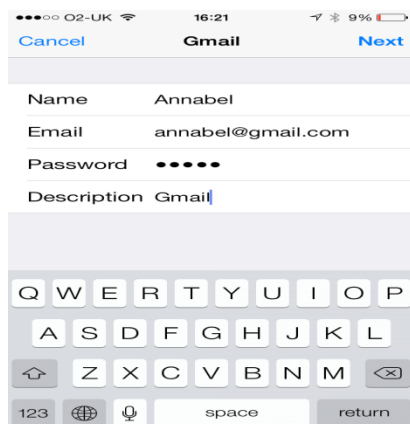
2. Tap Add account and you see a list of common email providers. Tap on Google for your MyGCC email



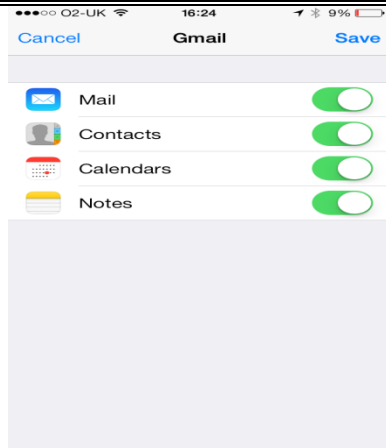
account _____

- Now enter the name you want email recipients to see, along with your Gmail email address and password. Type Gmail for the description, or another name that identifies this from any other Gmail account. Tap Next at the top.

Note: Insert Annabel@gmail.com with your firstname.lastname@guamcc.edu email account.



- Now you have the option to sync Gmail contacts, calendars and notes as well as email. These will be accessible via the respective Apple apps on your iPhone, not Mail. Note: This is optionally.



5. Tap Save and the details will be checked. If they're correct, the account will be added to your list of accounts.




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34TH Question: How to clear your Internet Browser cache or history

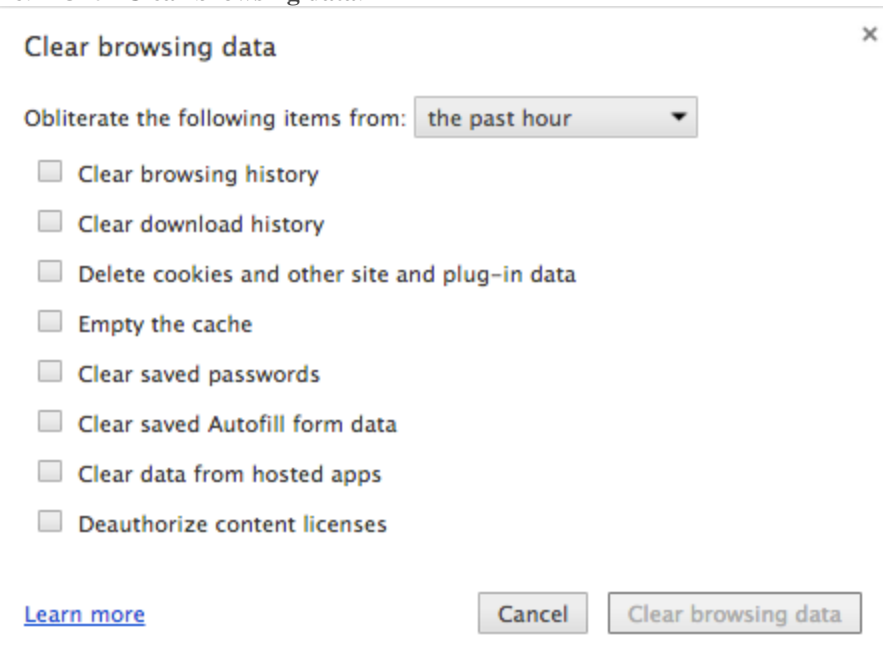
Answer:

Google Chrome: <https://support.google.com/chrome/answer/95582>

Delete all your data

1. Click the Chrome menu  on the browser toolbar.
2. Select **Tools**.
3. Select **Clear browsing data**.

4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
5. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
6. Click **Clear browsing data**.



Internet Explorer: <http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11>

Delete your browsing history

Regularly deleting your browsing history helps protect your privacy, especially if you're using a shared or public PC.

To delete your browsing history

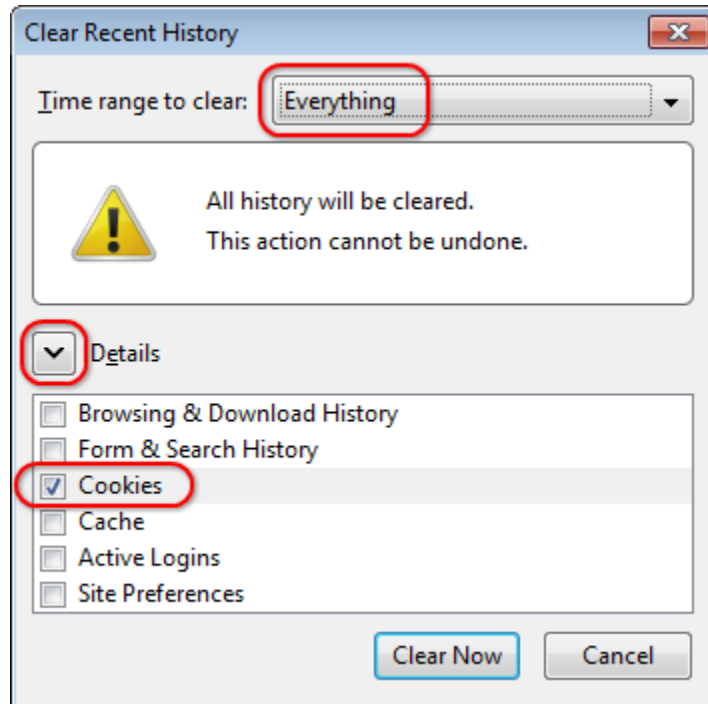
1. On the Start screen, tap or click **Internet Explorer** to open Internet Explorer.
2. Swipe in from the right edge of the screen, and then tap **Settings**.
(If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click **Settings**.)
3. Tap or click **Options**, and under **History**, tap or click **Select**.
4. Select the **Browsing history** check box, and any other types of data you want to remove, and then tap or click **Delete**.

Firefox: <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>

Delete all cookies

To delete all cookies stored on your computer:

1. At the top of the Firefox window, click on the **Firefox** button, go over to the **History** menu and select **Clear Recent History...**
2. Set **Time range to clear** to **Everything**.
3. Click on the arrow next to **Details** to expand the list of history items.
4. Select **Cookies** and make sure that other items you want to keep are not selected.



Safari: <http://support.apple.com/kb/PH11911>

Clear the entire history list

1. Open Safari if it is not already open.
2. Choose History > Clear History, and then click Clear.

To clear Top Sites as well as your history list, select “Also reset Top Sites.” The Top Sites page is based on your browsing history.

Clearing your history also empties caches, removes website icons, and clears the list of recent searches. Website icons are small graphics that help identify sites on the Internet. You see them in the address and search field, the bookmarks list, and other places. You can see your recent searches by clicking the magnifying glass at the left end of the address and search field when it’s empty.

Clear individual items from the history list

1. Open Safari if it is not already open.
2. Click the open-book icon in the bookmarks bar.



3. Click History in the Collections list on the left.
4. Select the items you want to clear in the list of bookmarks on the right, and then press the Delete key.

If you can’t see the list of bookmarks on the right because Cover Flow view is covering it, drag up on the handle below the Cover Flow scroll bar.

Clear individual items automatically after a period of time

1. Open Safari if it is not already open.
2. Choose Safari > Preferences, and then click General.
3. Choose an option from the “Remove history items” pop-up menu.

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35TH Question: What to do when you click "Email Icon" on MyGCC Portal and Email window does not pop out?

Answer:

Check your Pop-up on your Browser and allow the <http://mail.google.com/a/guamcc.edu>

Google Chrome

If your preferred browser is Internet Explorer, open this program and do the following:

1. Go to "Settings"
2. Click "Show Advanced settings"
3. On Privacy, click "Content Settings"
4. On "Pop-ups" click "Manage Exceptions"
5. Add **<http://mail.google.com/a/guamcc.edu>** in the box to allow
6. Click Done

Internet Explorer

If your preferred browser is Internet Explorer, open this program and do the following:

1. Choose Tools --> Pop-up Blocker --> Pop-up Blocker Settings
2. Enter **<http://mail.google.com/a/guamcc.edu>** in the Address of web site to allow box.
3. Click Add.
4. Click Close to finish.

Firefox

If your preferred browser is Firefox, open Firefox and do the following:

1. Choose Tools --> Options
2. Select the Content tab
3. Click the button next to the Block Pop-up Windows item (Allowed Sites or Exceptions)
4. Enter **<http://mail.google.com/a/guamcc.edu>** in the Address of web site box.
5. Click Allow. The site will show up in the list.
6. Select Close to finish.

Safari

Safari does not allow single web site control over blocking pop-ups windows. Pop-ups are either blocked, or they are not. To allow pop-ups:

1. From the Safari menu, check to see if the Block Pop-Up Windows option is checked. Un-checking this option will allow pop-ups.
2. To block pop-ups once again, check Block Pop-Up Windows in the Safari menu. You can use a keyboard shortcut: [Apple key]-K.

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