

S Y L V A , N O R T H C A R O L I N A

COMPUTER OPERATIONS & SUPPORT

Last updated 9/13/05

If you need further assistance:E-mail Computer Support at:
support@southwesterncc.eduCall Computer Support at:
828.586.4091, ext. 424Stop by the Computer Center:
3rd floor, Balsam Center
Sylva Campus**Welcome to the Computer Support and Help Desk Website!**

The Information Technology Department is responsible for providing technical support for the college's data network. Currently the college utilizes 21 file servers and over 900 desktop computers. Additionally, the division provides technical support for the college's interactive television system (ITV). The Community Link ITV network consists of 13 interactive sites including four SCC centers and seven local high schools. The college is also a North Carolina Information Highway site (NCIH) which permits the sharing of interactive courses with other North Carolina community colleges and other participating state agencies. In September 1998, the college became an Internet Service Provider (ISP) for students, staff, and faculty. This dialup service gives network users Internet and e-mail access from home. The service is free for all full-time students.

Getting Help

- [Ask a question, report a problem or submit a workorder](#)
- [Request help with your Student login account](#)
- [Request help with logging in to your online classes](#)

Student Online Services

- [Instructions for Checking your SCC Email](#)
- [Click Here to Check Your Email](#)
- [Check Your Online Grades and Transcripts](#)
- [Take your Online Orientation](#)

Server Status

indicates the server is running



indicates the server is down

- **Online Classroom server**- **Student Email server**- **Groupwise Email server**- **SCC Website server**- **Internet Proxy Server**

Security NoticesVirus Alert: Netsky

Fri, Feb 20, 2004 08:49:10 AM

MyDoom.B Virus

Thu, Feb 19, 2004 01:34:52 PM

Cyber Security Tip --Choosing and ProtectingPass

Thu, Feb 19, 2004 01:30:51

Distance Learning Services

- [Log on to the Online Classroom \(Blackboard\)](#)

Cyber-LINK Tutorials/Instructions

- [How to Configure your computer with Windows 95/98](#)
- [How to Configure your computer with Windows ME](#)
- [How to Configure your computer with Windows 2000](#)
- [How to Configure your computer with Windows XP](#)
- [How to Configure your computer with Mac OS X](#)

Troubleshooting Tips

- [Troubleshooting CyberLink](#)

Student FAQ

PM

[Previous Notices](#)

- [Cyber-LINK FAQ](#)
- [Cyber-LINK Policies](#)
- [WebMail FAQ](#)
- [BlackBoard FAQ](#)
- [Online Registration FAQ](#)

Computer Virus & Security Tips

- [Frequently Asked Questions about Viruses](#)
- [Network/Internet Security Tips](#)
- [Beginners Guides to Internet Security](#)
- [Cyber Security Test](#)

Groupwise

- [GroupWise FAQ](#)
- [GroupWise General Information](#)
- [Using a Groupwise Rule to Block viruses](#)
- [Troubleshooting GroupWise](#)
- [GroupWise WebAccess FAQ](#)
- [Check your Email with GroupWise WebAccess](#)

Faculty and Staff Services

- [Submit a Computer Workorder](#)
- [Faculty/Staff Webpages](#)
- [Student Records \(Transcripts\)](#)
- [Voice Mail System Guide](#)
- [Network Hints & Tips](#)
- [Network Quick Facts](#)
- [ZenWorks FAQ](#)
- [New Employee Computer Center Overview](#)
- [New Employee Network Services Overview](#)

About the Computer Center

- [Computer Center Staff](#)
- [Information Technology and Telecommunications](#)

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experience excellence

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