



What help information can I find on *Help* tab in the *mystarkstate* portal?

All of our help information is available in the *mystarkstate* portal on the **Help** tab. Information for your network accounts, "How To..." help aids, FAQ's, and job aids for Banner Self Service and *mystarkstate* are all delivered to your Help Tab.

The information you receive is based on your "role" at Stark State. Student's, receive all of our student help information. Faculty, receive both the faculty and the student help information and staff receive the staff information.

Listed below is a quick reference for where to find specific info on the **Help** tab in the different channels:

Help for Students channel

- Student Account Information
- Student Email
- Student Remote Access
- Student ANGEL Help Info
- Student - Other Accounts
- Student Worker Payroll Help
- Student Registration Help
- Updating Personal Information Help
- Student Financial Aid Help
- PC & Browser Basics
- Software Basics & Online Tutorial Links
- General Miscellaneous Help Info

Help Desk Instant Tutorials Shorts channel

- Account Information Videos
- Student ANGEL Help Videos
- Student Registration Help Videos
- Student Financial Aid Help Videos

General Helpdesk channel

Audio Visual Services Help

- Service Guide/Types of Equipment
- Procedures for Reserving Equipment
- Procedures for Reserving Media
- VHS/DVD Media Catalogs
- Equipment FAQ's

Help for Faculty/Staff channel

- Faculty/Staff Account Information
- Faculty/Staff Email Information
- Argos Reporting Tool Help
- Application Basics and Tutorials
- Faculty/Staff Training
- Faculty/Staff General Computing Info
- Faculty/Advisor Banner Help
- Faculty/Staff HR Help

Microsoft Office Help channel

- Office 2007 Help/Viewers/Compatibility
- Word 2007 How-to Documents
- Excel 2007 How-to Documents
- PowerPoint 2007 How-to Documents
- Outlook 2007 How-to Documents
- Word 2003 How-to Documents
- Excel 2003 How-to Documents
- PowerPoint 2003 How-to Documents

Public Labs/Areas & Wireless Hotspots

- Public Labs locations, hours, software
- Wireless locations, getting connected, FAQ's
- How to connect to SSC's Wireless Access

All Help Desk Recap Statistics Archives

How to Contact Help Desk Services

Helpdesk Phone: 330-494-6170, Ext. 4357 (HELP)

Helpdesk Email: helpdesk@starkstate.net

Links to the following are available on our Web site and in the *mystarkstate* portal:

What to have ready when you contact the Help Desk

Submitting a Help Desk work order online / How we process your work order

Hours of Operation - phone service, walk-up counter, & Email response:

Monday - Thursday 7:30am - 9:00pm

Friday - 7:30am - 4:00 pm

Saturday - 8:00am - 1:00pm

Help Desk Services is closed on Sunday and College-observed holidays;
between semesters the hours vary depending on SSCT hours of operation.