

Getting Started – Student Network Accounts and IT Information

This help aid is a copy of the *Getting Started...* brochure that is mailed to all new students.

It covers a brief overview of your different IT accounts, how to access them and other IT resources available to you.

For detailed account information, sign into the *Help Desk Services Center website at <https://helpdesk.starkstate.edu>*, click on the *Student Help* section, and view the articles in the *Student Accounts* category.

All students have several accounts created when accepted and enrolled in a credited course(s) at Stark State College.

- Your student email and myStarkState accounts are created when you are accepted to the College.
- Your Campus Network and Blackboard accounts are created within 48 hours of enrolling for a course.

User Name and Password

All of the accounts use the same format for the *User Name* and the initial default *Password*. Please note that some accounts prompt you to enter your email address as the user name. Enter your entire email address when prompted, otherwise, use the basic username only format below.

Your *User Name* is the first initial of your first name, your last name, your two-digit birth month and two-digit birth day.

Example: Fredrick M. Last, born on June 15, 1992, would be flast0615

NOTE: If your *User Name* duplicates that of a previously enrolled student, the birthday portion of the number will be incremented until a unique user name is assigned to your account.

Your default *Password* is your first, middle, last initial, period, and the first six digits of your social security number.

Example: using the above user information, and if Fred's social security number is 123-45-6789, the password would be fml.123456

NOTE: if you did not provide a middle name or initial, use an "x" for your middle initial.

IMPORTANT: The first time you sign in to one of your Stark State College accounts, you are prompted change your password, and setup password recovery. It is required. There is a link to setup multi-factor authentication for your account and it is strongly recommended that you do it at the same time. This prevents others from gaining access to your account.

Email Account

Once admitted to the College, an email account is created for you. Your email is used as an official means of communication.

Go to <http://accounts.google.com> and log on using your default *UserName@starkstate.net* and default *Password*. Once you log in, you may change your password.

Access to your email account is also available by clicking the *Access Your Email* link at <https://www.starkstate.edu/current-students/helpdesk/email/> or by clicking the email icon in mystarkstate.

Google G Suite

Along with the creation of your email account, Google's G Suite of secure integrated applications is created. It includes Gmail, Docs, Drive, Calendar and additional apps. Use your email account to sign in and access the applications.

Drive home folder

Your email account provides access to Google's G Suite. Use **Drive** as your home folder to save your files. Files are available anywhere you have Internet access.

Campus Network account

All students enrolled in a course are issued a *Campus Network* account within 48 hours of registering for the course. The account is used to access the STARKSTATE academic network available on classroom computers and all public lab areas. This account is used to authenticate other accounts using single sign-on.

Printing on Campus

Students are provided a specific amount of free printing in campus computer labs each semester. You may purchase additional printing credit in the form of *Top Up* cards at the College Store.

eStarkState Blackboard account

All students have a Blackboard account. Go to <https://blackboard.starkstate.edu>. Use the format *UserName@starkstate.net* and the initial default or current *Password* for your Campus Network account to log on.

The Blackboard account is used to attend Web 3 or Web 4 courses. Web 2 courses use Blackboard for a portion of class time and all other courses use Blackboard at the discretion of the instructor.

Help Desk Services Center account

The Help Desk Services Center gives you access to all help aids, videos, and guides that explain in depth how to access IT resources. The Help Desk Services Center's website is available 24 hours a day. Go to <https://helpdesk.starkstate.edu> to access the Help Desk Services Center. Use your email address and current campus network account password.

myStarkState account

All students have a mystarkstate account. Go to <https://my.starkstate.edu>. Use the format *UserName@starkstate.net* and the initial default or current *Password* for your Campus Network account to sign in.

myStarkState is the SSC web portal used to provide access to resources and information for our College community. Common tasks are made easy specific buttons that have help located on each button.

Go to <https://my.starkstate.edu> and sign in using your **email address** and the initial *default* password or your **current password**. You have access to the following:

- Room At a Glance/Tech Docs app
- View your student record
- Receive correspondence from the Financial Aid Office
- Access MAP for advising
- Register for courses
- Pay online
- Print your schedule
- Find your advisor
- Request a transcript (current students)
- Access links to support services
- Campus news and event announcements.

Laptop Checkout

Laptops are available for student use only on campus. Students may use the wireless access throughout the campus to gain Internet access using their Campus Network account. All laptops are loaded with the latest Microsoft Office Suite. Students may check out a laptop at the Help Desk counter for up to nine hours. You must have a photo ID and your Stark State College ID card. To view the laptop checkout policy and the agreement, go to the *Help Desk Services Center* website and click on *Services and General Info*.

Wireless Access

Wireless access is offered to current students on our main campus. You will use your Campus Network Account to log on to the STARKSTATE wireless network. Access help and instructions are located in the *Help Desk Services Center website* under *SSC Wireless Access Info*.

Help Desk Services

Help Desk Services offers a wide range of computing, technical and informational services to the Stark State College campus community.

Help is available at our staffed Help Desk counter in B219 and by phone during open hours and on our website 24 hours a day. You may email us and a ticket is automatically created or you may submit a ticket on the Help Desk Services Center's website or use the link in myStarkState.

Remember help is always available in the Help Desk Services Center's website at <https://helpdesk.starkstate.edu>.

You'll find videos and in-depth help aids covering

- Student Network accounts
- Blackboard troubleshooting
- Guest and student wireless access
- Access and use MAP
- Use registration tools
- Use financial aid tools
- Student worker payroll
- Disability Support Services software and equipment
- Use equipment in classrooms
- Buy books
- Download free software
- Many other FAQs and general information



Main Campus: 330-494-6170 x-4357 (HELP)

Help Desk Email: helpdesk@starkstate.net

Help Desk Services Center Website <http://helpdesk.starkstate.edu>

Located in B219 - B building on the second floor

Monday – Thursday 7:30 am – 9:00 pm

Friday 7:30 am – 4:00 pm

Saturday 8:00 am – 1:00 pm

The Help Desk is closed on Sundays and College-observed holidays.

Between semesters, hours vary, depending on SSC hours of operation.