

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 website*: <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 mySSC 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 required to change your password and register for multi-factor authentication. For more information visit www.starkstate.edu/current-students/helpdesk/multifactor-authentication/

Password Account Recovery

You should setup password account recovery for your account. This gives you the ability to recover access to your account should you forget your password. Go to <https://myaccount.microsoft.com>. Sign in to your account and setup your password recovery options under *Security info*.

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 your current *Password*.

Access to your email account is also available by clicking the *Access Your Email* link at starkstate.edu/current-students/helpdesk/email or go to any Gmail Sign in page.

Google G Suite

Along with your email account, you get Google's G Suite of secure integrated applications that include; Gmail, Docs, Drive, Calendar and many 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 the **Drive** application 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. The account is used to access the STARKSTATE academic network available on classroom computers and all public lounge area computers. 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

Once enrolled in a course, your Blackboard account is created. Go to <https://blackboard.starkstate.edu>. Use the format *UserName@starkstate.net* and the current *Password* to sign-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 website account

The Help Desk Services website gives you access to all help aids and videos that explain in depth how to access IT resources. The website is available 24/7.

Visit <https://helpdesk.starkstate.edu>. This account uses single sign-on. Use your email address and current password.

mySSC account

All students have a mySSC account. This account uses single sign-on. Go to <https://mySSC.starkstate.edu>. Use the format username@starkstate.net and your current password for your Campus Network Account to sign in.

mySSC is the College portal used to provide access to resources and information for our College community.

You have access to the following:

- View your student record
- Receive correspondence from the Financial Aid Office
- Access MAP for advising
- Register for courses
- Pay online via MyBill+Payment
- Print your schedule
- Find your advisor
- Request your transcripts
- Access links to support services
- Campus news and event announcements
- Personalized Announcements

Laptop Checkout

Laptops are available for student use on main campus. All laptops are loaded with the latest Microsoft Office Suite the College is using. Students may check out a laptop at the Help Desk counter for up to nine hours. You must have your Stark State College photo ID card. To view the laptop checkout policy and the agreement, go to the *Help Desk Services* website and look under *Student Help > Student General Computing*.

Wireless Access

Wireless access is offered to current students on our main campus. You use your *Campus Network Account* to sign on to the STARKSTATE wireless network. Access help and instructions are located in the *Help Desk Services website* under *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 (B219) and by phone during open hours. and on our website 24 hours a day. You may email us or submit a ticket on the Help Desk website or via the Help Desk link in mySSC.

Help is always available 24/7 in the Help Desk Services 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
- 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.