

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 within 24 - 48 hours after you are accepted to the College.
- Your Campus Network and Blackboard accounts are created within 24 - 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 most 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 birth *day* 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 Multi-Factor Authentication (MFA)

The first time you sign on, you are prompted for more information. You're required to change your password and setup multi-factor authentication (MFA). For more information visit www.starkstate.edu/current-students/helpdesk/multifactor-authentication/

Single Sign-On (SSO)

SSO allows a user to use a single user ID to sign on once and access their other SSC accounts during the same session without entering their account information again. Your SSC accounts use single sign-on.

Email Account

Once accepted 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 *UserName@starkstate.net* and your current *Password*.

You may also access your email by clicking the *Access Your Email* link at starkstate.edu/current-students/helpdesk/email or go to any Gmail Sign in page, or clicking the email link in *Tools* in *mySSC*. This account uses single sign-on.

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. This account uses single sign-on.

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. This account uses single sign-on.

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. This account uses single 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 contains detailed help aids and videos for IT resources. Visit helpdesk.starkstate.edu. Your user name is in email format; username@starkstate.net and use your current password. This account uses single sign-on. The Help Desk website is available 24/7.

mySSC account

All students have a mySSC account. Go to mySSC.starkstate.edu. Use the format username@starkstate.net and your current password. This account uses single sign-on.

Important resources and information for the College community is accessed through mySSC.

Go to mySSC.starkstate.edu and sign in.

- 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

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 Services counter (B219) and by phone during open hours. 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.edu

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.