



## IT SERVICES

# Quickstart for New Faculty

### Where do I get technical help?

SERVICE AREA NAME	SERVICE TYPE	CONTACT • LOCATION	DAYS • HOURS
<b>Service Desk</b>	General technical support for faculty, staff, and students.	Telephone: 925-631-4266 Email: servicedesk@stmarys-ca.edu Walk-in: Galileo 111	Mon-Thu • 7:30am-7:30pm Fri • 7:30am-6:00pm Sat • 7:30am-3:30pm Sun • Closed
<b>Tech Bar 1</b>	General technical support for faculty, staff, and students.	Walk-in: Saint Albert Hall Library	Sun-Thu • 7:30am-12:00am Fri • 7:30am-8:00pm Sat • 9:30am-8:00pm
<b>Tech Bar 2</b>	General technical support for faculty, staff, and students.	Walk-in: Garaventa Lobby	Mon-Fri • 9:00am-1:00pm Sat-Sun • Closed
<b>EdTech Center</b>	Specialized educational technology support for faculty.	Walk-in: Saint Albert Hall Library	Mon-Fri • 10:00am-4:00pm Sat-Sun • Closed
<b>Submit a Request</b>	Request help and services from IT Services at any time.	Online form: <a href="https://www.stmarys-ca.edu/ithelp">https://www.stmarys-ca.edu/ithelp</a>	Online request form is available 24/7.

### How do I get my SMC username/email and password?

After your Human Resources paperwork has processed, you will receive your username/email and default password via post mail. If you have not received this information, please contact the Service Desk at 925-631-4266.

### How do I get onto the WIFI while I'm on campus?

If you are on campus and have a laptop or other smart device, access "SMC WIFI" and enter your SMC username and password to access the WIFI. If you don't have an SMC username and password yet, access "SMC GUEST" and follow the prompts to establish a guest account that is good to access the WIFI for 24 hours.

### What is the My Saint Mary's Portal?

The My Saint Mary's Portal (aka MySMC) is the gateway that connects you to services and information relevant to all SMC community members. If you have an SMC username and password, you will be able to access the My Saint Mary's Portal.

## How do access the My Saint Mary's Portal?

- (1) From an Internet browser (preferably Chrome, Firefox, or Safari), go to <http://my.stmarys-ca.edu>
- (2) At the Campus Authentication Portal login screen, enter your username and password.
- (3) If this your first access into the portal, at the Terms & Conditions page, scroll down and click I AGREE.
- (4) You will land on the MySMC Faculty Portal. All services and information relevant to you and your role at SMC will be accessible from this page.

## Which MySMC pages/services will I need to access on a regular basis?

Most faculty access the icons located at the top of the portal, as well as a few other links that are located further down the page. The following section describes faculty's most commonly visited pages/services:



Create, save, and access files from anywhere - on the web, on a hard drive, or on the go.



Send/receive email, as well as manage and organize your emails and contacts.



Schedule meetings and events and get reminders about upcoming activities. Share your calendar with colleagues and setup "office hour" appointments that students can sign up for.



Access your SMC phone line from anywhere you have Internet access. Make and receive phone calls and manage voicemail online.



See your assigned classes, check rosters, post official grades, as well as review paystubs and stipends.



Connect with a subject librarian to find free online versions of your course reading material, to convert your hardcopies to e-Res (Electronic Reserves), and to request tailored research help for your students.



Build your Moodle course sites by adding resources, (i.e. files, weblinks, videos) and creating activities, (i.e. discussion forums, quizzes). Review students' online paper submissions and maintain your GradeBook.

### SMC Directory Search

Locate contact information for SMC faculty, staff, and students.

### Classroom Technology Map

Preview the physical desk/table/chair configuration and available technology in your assigned classroom.

### IT Services

Familiarize yourself with the assistance the IT Services department has to offer.

### IT Self-Service Portal

Find answers to technical how-to questions via Quickstart guides and the Knowledge Base, and submit a ticket for technical help with Moodle, Password Resets, Equipment Lending, Tech Checks, and much more.