

The following is a module from the original 13-part tutorial series I designed to introduce students WebCT and related issues when taking Internet courses at Corning Community College, and is available to students through the campus portal, MyCCC.



GET HELP!



There are several resources available to provide answers to your WebCT course questions.

Remember: Your instructor may have additional resources important for your course. Be sure to check the syllabus for each course you are taking, and when in doubt, contact your instructor. For questions, feedback, or comments about this document, contact the Library at: library@corning-cc.edu

For Problems Accessing Your Course

General Technical Problems & Questions: On Campus Sites

- Contact your instructor to verify instructions in case you are missing important information.
- Ask Computer Lab Assistants.
- Call the Library Reference Desk: (607) 962-9484, or stop by the Library.
- Contact the Information Technology (IT) *Help Desk*: For walk-in assistance, IT is located in R109 of the Learning Resources building; the *Student Technology Guide* lists their office hours, or call (607) 962-9555.

General Technical Problems & Questions: Online

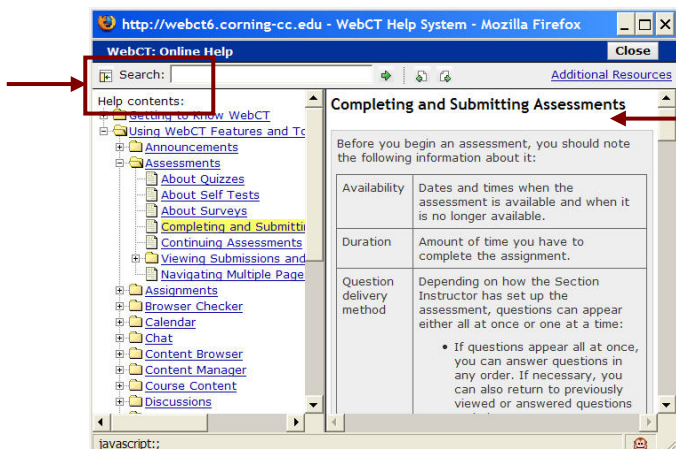
- Contact **Student Administrative Services**: Send Email to: sas@corning-cc.edu
- You can also submit a *Help Request* online to the *IT Help Desk*:
 1. In your browser, type in the address: <http://myccc.corning-cc.edu/>
 2. From the *Welcome* page, click on *Help Desk Request*, and a short browser test will be done before you are presented with the request form.
 3. If you get a security alert, click Yes to continue.
 4. Fill out the form and click *Submit Request* at the bottom, and a technician will be in touch with you as indicated on the form.
 5. You will then be given a screen indicating your request was submitted.

Course Doesn't Appear in List/Access Errors

Contact **Student Administrative Services**: Depending on the issue, the SAS professionals can assist or refer you to a specialist to help answer your questions; located on the first floor of the Administration building, Ph: (607) 962-9585, or Email: sas@corning-cc.edu.

Help Features in WebCT

The *Help* feature in WebCT is a useful tool to find out additional information about the features available in WebCT and how to use them.



Wherever you are in a WebCT course, if you click on *Help* in the upper right of the window, the *Help* feature will open in a new window displaying help topics on the right side related to the area of the course you are in. A more extensive list of all features is provided in *Help Contents* on the left side of this window. You can also use the *Search* field to look up topics. An example topic is displayed here.