Campus Computer Classrooms and Labs – Helping with Your Return in the Spring Semester

As you prepare your return to campus for in-person classes, your colleagues in IT offer these tips and useful resources to ensure a positive classroom experience. Please consider these recommendations and guidelines as you prepare for the semester.

Computer Classroom and Lab Best Practices Prior to the First Day of Classes

☐ **Please visit your classroom(s).** Although IT will conduct in-depth inspections of all classrooms and labs to address potential issues, you can help avoid potential delays by visiting your classrooms at least one day ahead of the start of classes. **Report any issues you may encounter to the Lab Support Team at ext. 6127.** Consider the following suggestions:

   o **If you attend Opening Sessions**, visit the classroom(s) you will be using and report any problem(s) to IT.
   o **Try accessing all the classroom tools you plan to use**.
      ▪ Log-in to the workstation to verify your User-id and Password
      ▪ Run the software you will be using
      ▪ Visit websites and file servers you use
      ▪ Test all equipment you need, including USB thumb drives, projector, internet connection, Wi-Fi, audio system and telephone

☐ **Verify or refresh your login credentials.** Please don't wait until the first day of classes to discover you've forgotten your password! Refer to the instructions at the end of this email to see how to reset or change your password.

☐ **Ask for specialty software early.** New requests for software installations are time-consuming; please make your requests as far in advance of the semester start as possible.

First Day of Classes

☐ **Lab Classrooms may be locked if you arrive early.** Call the Lab Support Team at ext. 6127 for assistance.

☐ **Other issues:**
   o Please call the **Lab Support Team** at ext. **6127** for help
   o You can also submit a helpdesk ticket with the **IT HelpDesk** (ext 6134) at **ITHelp@lagcc.cuny.edu** or by using the My LaGuardia Faculty/Staff portal to submit a Helpdesk request.

Helpful to Know

☐ **Telephones in classrooms are currently being upgraded.**
   o Newer phones have a direct-dial button to call IT.
   o Older telephones require you to dial the Lab Support Team at ext. 6127 for classroom or computer lab assistance

☐ **Additional support staff**
The CTL will schedule Student Technology Mentors (STMs) to provide additional support during peak times.

☐ **Classes will be clustered closer together.** To help IT staff efficiently support classrooms, the Registrar will be making accommodations to cluster classes closer together.

Password Resets

☐ **You can reset passwords yourself.** To do so, you must first register for Self Service Password Reset using the following instructions:
  ○ Please visit: https://passwordreg.laguardia.edu/default.aspx
  ○ Sign in using your Outlook credentials (omit the "@lagcc.cuny.edu" for the username).
  ○ Click on the **Next** button to proceed.
  ○ Follow the instructions on each page to register your password.
  ○ Remember to click on the **Finish** button and close out the tab or the browser window.
  ○ After you register, you may be required to change your password. If you attempt to access your Outlook e-mail afterwards and experience login issues, you may visit either **https://outlook.laguardia.edu** or the Faculty/Staff portal **https://fsp.laguardia.edu** . Sign in with your old credentials, and you will be asked to create a new password.

Password Changes

☐ **Open Internet explorer.**
  ○ Go to **https://outlook.laguardia.edu, l**ogin with your Outlook user name and password.
  ○ On the upper right corner click on the gear icon.
  ○ Scroll down and click on **change password.**
  ○ Follow instructions to change your password.