

## A few reminders from the Information Technology Services Office

Having trouble accessing your account?

- **Be sure you've claimed your identity:**  
My Access HCCC for Password Resets and Account Information <https://myaccess.hccc.edu>  
  
Guide: <https://www.hccc.edu/administration/resources/documents/account-claim-recovery-information-guide.pdf>
- Two-factor authentication guide:  
<https://www.hccc.edu/administration/resources/documents/its-guides-two-factor-authentication-mobile-app.pdf>
- New MyHudson Portal Guide: [https://livehccc-my.sharepoint.com/:b/g/personal/kfontanez\\_hccc\\_edu/EdH\\_hyfdcNxPpjGW10CLIAoBVLrrWrR679Q8pUapSzu5aw](https://livehccc-my.sharepoint.com/:b/g/personal/kfontanez_hccc_edu/EdH_hyfdcNxPpjGW10CLIAoBVLrrWrR679Q8pUapSzu5aw)
- Contact the Help Desk: [itshelp@hccc.edu](mailto:itshelp@hccc.edu) - (201) 360-4310 option 6
- Visit ITS: 70 Sip Avenue 3<sup>rd</sup> Floor or North Hudson Center 3<sup>rd</sup> Floor

Got a suspicious email?

- Check the Phish Bowl: <https://www.hccc.edu/administration/its/phish-bowl/index.html>
- Report the email by using the **Phish Alert button** or forward it to [spam@hccc.edu](mailto:spam@hccc.edu)
- Contact the Help Desk

Need computer access?

- Virtual Desktop Infrastructure (VDI) stations in the Gabert and NHC Libraries allow access to the Library and STEM desktops
- Access VDI remotely at: <https://remote.hccc.edu>
- Check the Academic Labs page for information on Open Labs:  
<https://www.hccc.edu/administration/its/computer-labs.html>

Need to help with file storage or WebEx?

- Use OneDrive through your live.hccc.edu email account
- How to access OneDrive: <https://www.hccc.edu/administration/resources/documents/office-365-one-drive-guide.pdf>
- Storing and backing up your HCCC documents and files  
<https://www.hccc.edu/administration/resources/documents/its-securing-backing-up-hccc-data.pdf>
- OneDrive has 1 TB storage available for students
- Everyone has a full **Webex license** at HCCC. Log in at <https://hudsonccc.webex.com> or through the Webex app with your HCCC account
- Visit the WebEx Resources page: <https://www.hccc.edu/administration/its/webex-itv-resources.html>

Need to borrow a laptop or Chromebook:

Students: [https://cm.maxient.com/reportingform.php?HudsonCountyCC&layout\\_id=5](https://cm.maxient.com/reportingform.php?HudsonCountyCC&layout_id=5)

Part-time Faculty/Staff:

<https://app.smartsheet.com/b/form/1389208c10b047d9b50fa18878f64084>

Do you need a lab assistant to help with technology in your classes?

Including: Remote, ITV, Webex board, TV cart, e-Glass, projectors, cameras, and ESL classes in our computer labs

Request via CourseDog: <https://hudsonccc.events.prod.coursedog.com/>

Just need help?

- **Help Desk request:** <https://www.hccc.edu/administration/its/help-desk-request-form-student.html>  
<https://www.hccc.edu/administration/its/help-desk-request-form-employee.html>
- **Guides and How-Tos:** <https://www.hccc.edu/administration/its/guides.html>
- **Tips:** <https://livehccc.sharepoint.com/sites/InformationTechnologyServicesTips>
- **Telephone** – (201) 360-4310 – (201) 360-4309 (NHC), option 6
- **Via Email** – TrackIT! Requests can be created by emailing [itshelp@hccc.edu](mailto:itshelp@hccc.edu)
- **In Person** – 70 Sip Avenue 3<sup>rd</sup> Floor or North Hudson Center 3<sup>rd</sup> Floor
- **Virtual Help Desk** via video call 10 am – 2 pm  
<https://hudsonccc.webex.com/hudsonccc/j.php?MTID=m3cf782ec11487fed0a861d1689285dbd>