

CAPE FEAR COMMUNITY COLLEGE

Part-Time New-Hire Frequently Asked Questions

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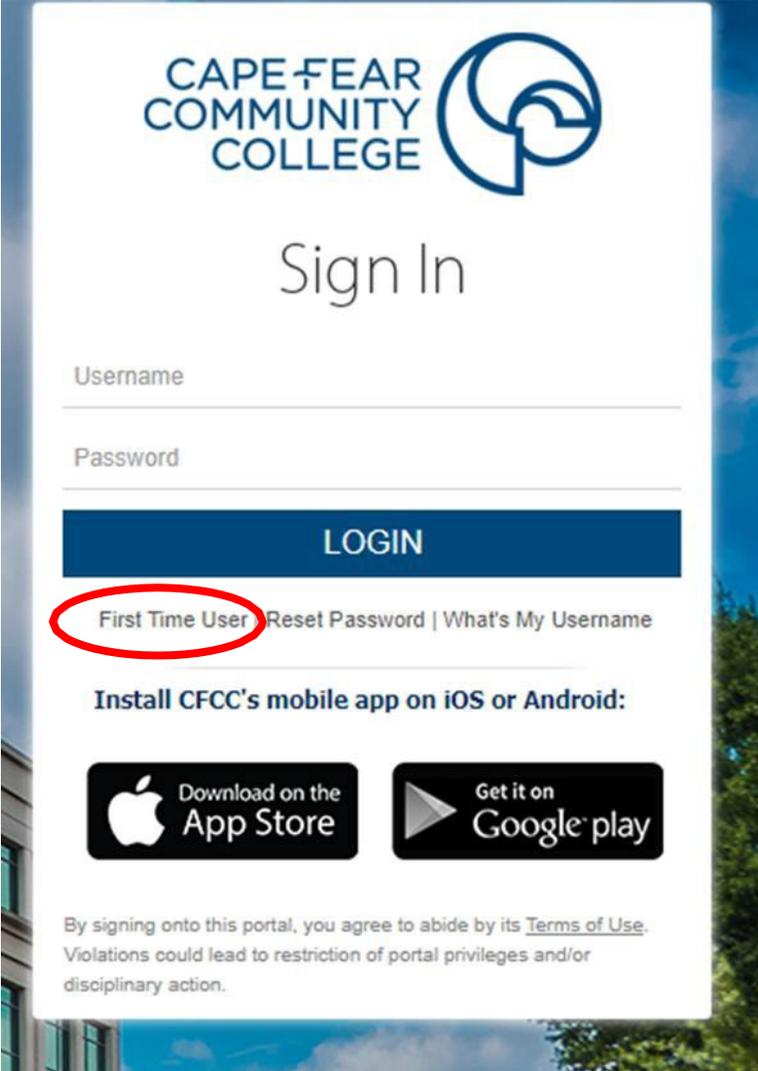
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Initially Setting Up Your Username & Password

***PLEASE NOTE:** You will *not* be able to do this for at least 24 hours after your orientation with HR.

Step 1) Go to <https://my.cfcc.edu/CFCC/Welcome>. You may also go to www.cfcc.edu and click the myCFCC icon.

Step 2) Click “**First Time User**” to get started.



CAPE FEAR
COMMUNITY
COLLEGE 

Sign In

Username

Password

LOGIN

First Time User | [Reset Password](#) | [What's My Username](#)

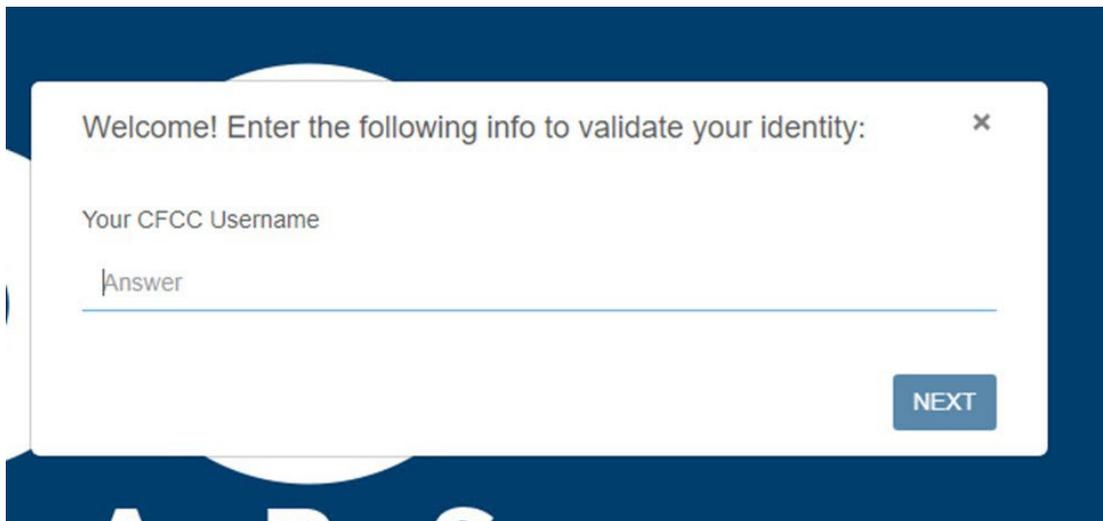
Install CFCC's mobile app on iOS or Android:

 Download on the
App Store

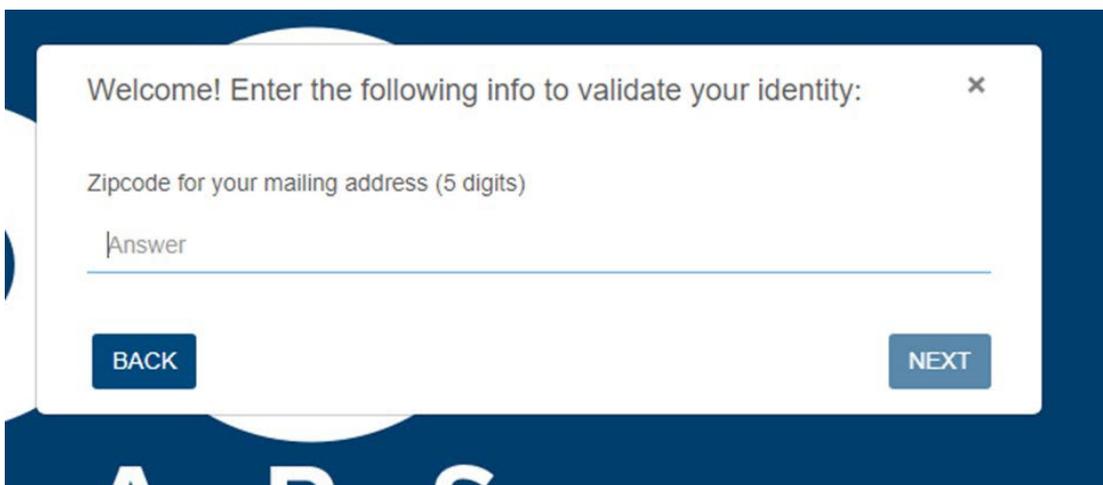
 Get it on
Google play

By signing onto this portal, you agree to abide by its [Terms of Use](#).
Violations could lead to restriction of portal privileges and/or
disciplinary action.

Step 3) Enter your CFCC Username that HR has emailed to you.

A screenshot of a web form titled "Welcome! Enter the following info to validate your identity:". The form has a close button (X) in the top right corner. Below the title, it asks for "Your CFCC Username" and provides a text input field with a cursor and the word "Answer" inside. A blue "NEXT" button is located at the bottom right of the form.

Step 4) Enter the zip code for the mailing address you provided on your employee data sheet.

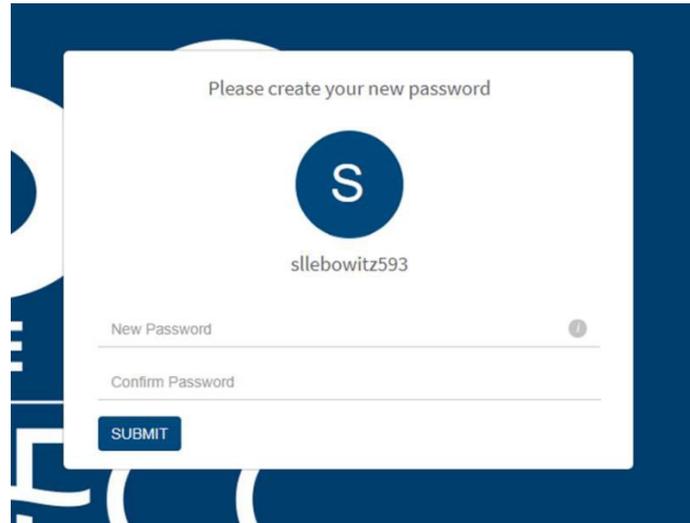
A screenshot of a web form titled "Welcome! Enter the following info to validate your identity:". The form has a close button (X) in the top right corner. Below the title, it asks for "Zipcode for your mailing address (5 digits)" and provides a text input field with a cursor and the word "Answer" inside. There are two blue buttons at the bottom: "BACK" on the left and "NEXT" on the right.

- If the system cannot find you, you may be attempting to retrieve your information too early.
- Please keep in mind that **you must generally wait at least 24 hours after** your Part-Time Orientation with HR before you can get this information.
- If you are still receiving an error message and you feel that you have allowed enough time after orientation/ your information is being entered correctly, please contact the HR Representative that performed your orientation.

Step 5) Create your new password.

Passwords must be at least 8 characters long and contain the following:

- Lower-case letters
- Upper-case letters (at least one)
- A number (at least one)

A screenshot of a web form titled "Please create your new password". At the top center is a blue circle containing a white letter 'S'. Below this is the email address "sllebowitz593". The form contains two input fields: "New Password" and "Confirm Password". A blue "SUBMIT" button is located at the bottom left of the form area.

Step 6) Complete the security questions.

Confirm the password by re-typing it exactly how you did previously. You may also change your security question. Once you have entered your information, select **“Finished.”**

A screenshot of a web form titled "Enter a New Password". The form includes instructions: "Please choose a new password, it must be at least 8 characters in length, must must have a mix of upper and lower case letters, and have at least one number." and "Please note that passwords cannot include any part of your name." Below this are two input fields for "New Password:" and "Confirm Password:". A red arrow points to the "Security Question" section, which has a dropdown menu with "What is your Mother's Maiden Name" selected and an adjacent input field. At the bottom of the form, a "Finished" button is highlighted with a red rectangular box.

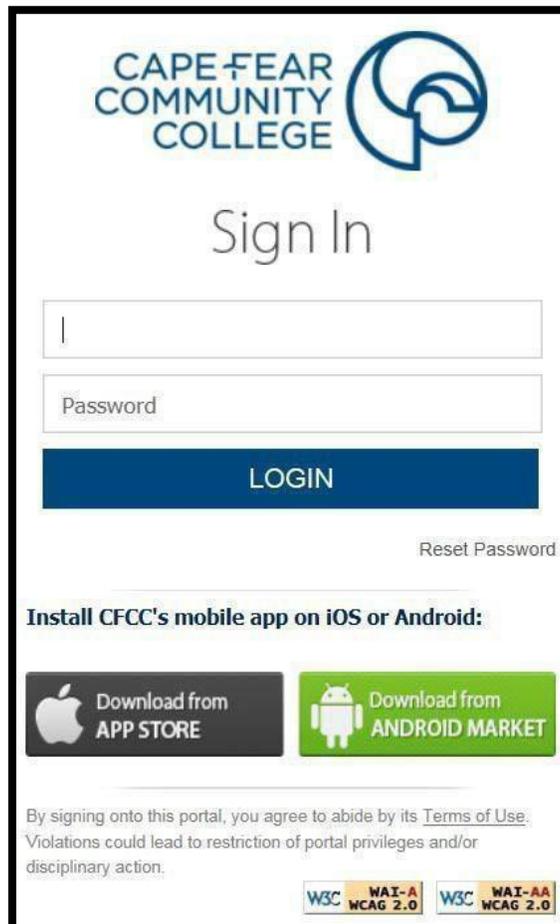
Signing into myCFCC

Step 1) Go to <https://my.cfcc.edu/CFCC/Welcome>.

*You may also go to www.cfcc.edu and click the myCFCC icon.



Step 2) Sign in with the credentials that you created/retrieved in the “Initially Setting Up Your Username & Password” section.

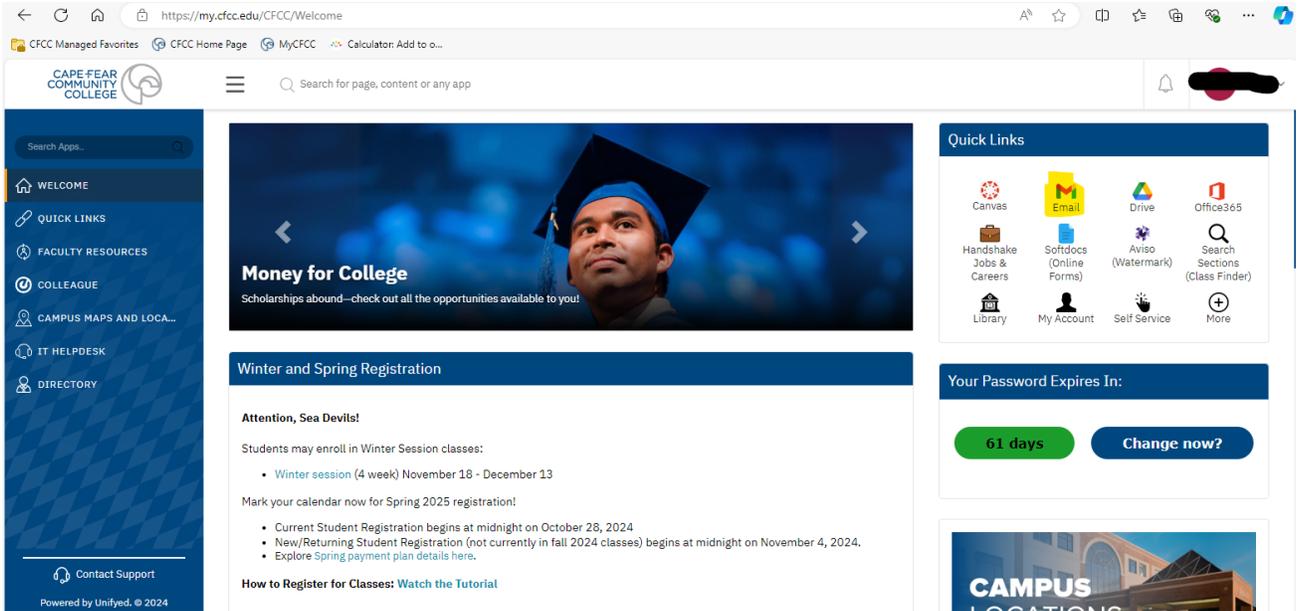


The image shows the 'Sign In' page for myCFCC. At the top is the Cape Fear Community College logo. Below it is the text 'Sign In'. There are two input fields: one for the username (with a vertical cursor) and one for the password. Below the password field is a blue 'LOGIN' button. To the right of the login button is a 'Reset Password' link. Below the login section, there is a heading 'Install CFCC's mobile app on iOS or Android:' followed by two buttons: 'Download from APP STORE' (with the Apple logo) and 'Download from ANDROID MARKET' (with the Android logo). At the bottom, there is a disclaimer: 'By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action.' Below the disclaimer are two accessibility icons: 'W3C WAI-A WCAG 2.0' and 'W3C WAI-AA WCAG 2.0'.

Signing Into Your CFCC Email

Step 1) Login to myCFCC using instructions on page 5.

Step 2) On the main page, you will see a section to the right “**Email**” under **Quick Links**.

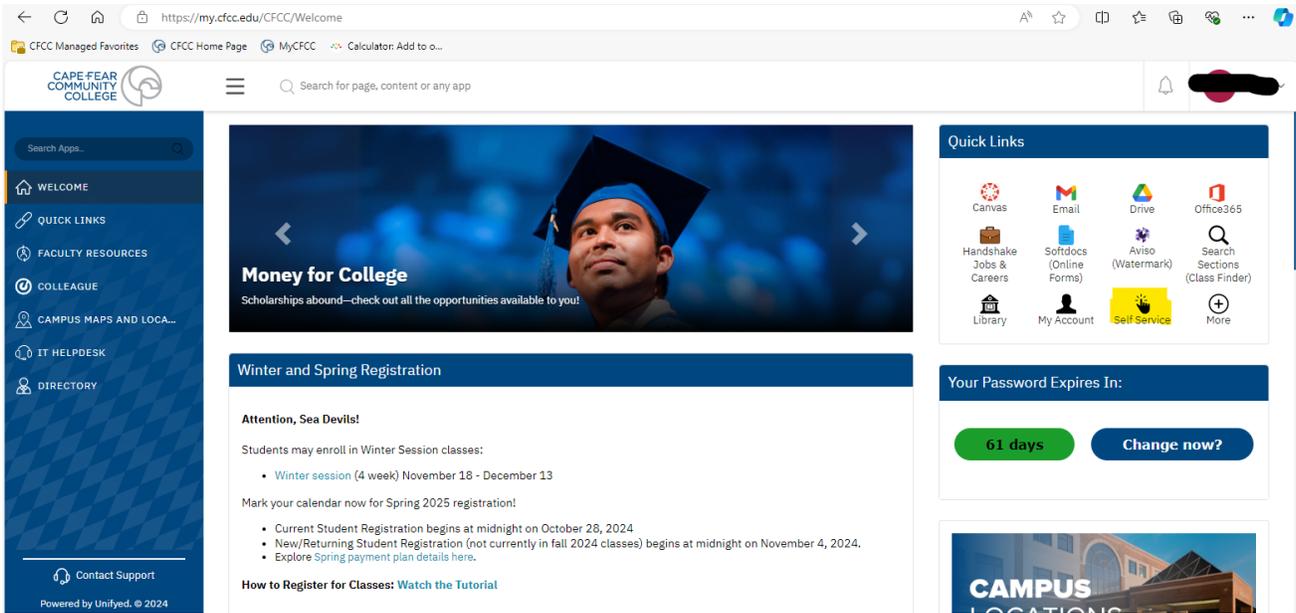


PLEASE NOTE: CFCC email is to only be used *strictly* for college business and is not to be used as a personal email account.

Signing in to Self-Service

Step 1) Log into myCFCC using instructions on page 5.

Step 2) Click on “**Self-Service**” from the “Quick Links.”



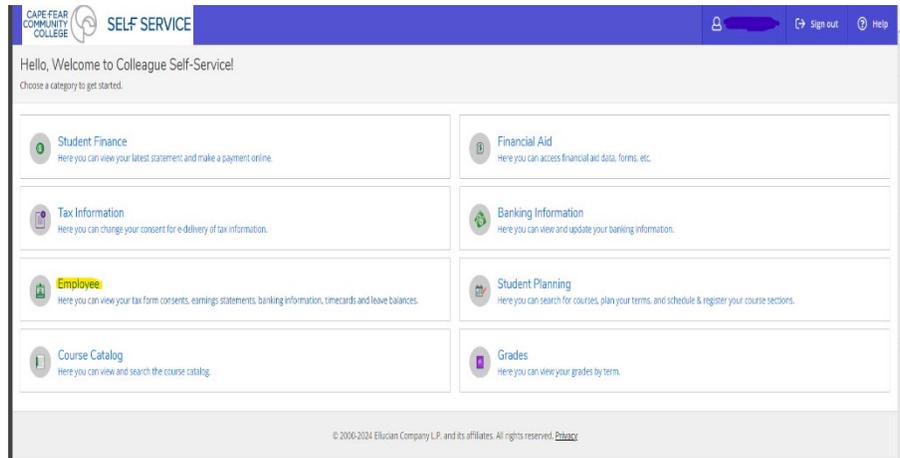
Locating Your Monthly Earning Statement

If receiving paper checks, your earning statement will be attached to your check.

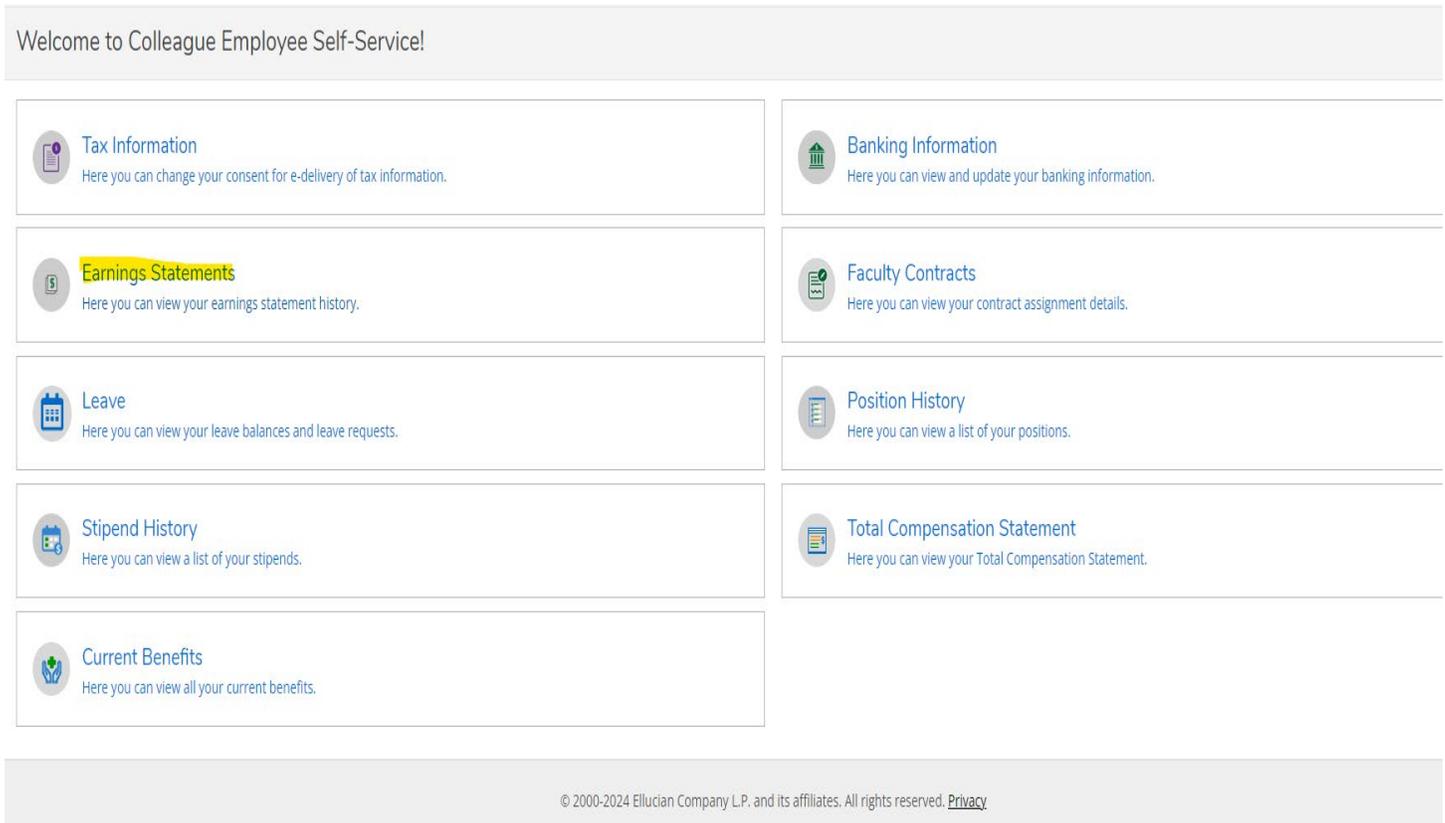
Additional or replacement copies of your pay advice must be printed by the Payroll Department.

Step 1) Log into Self-Service using instructions above.

Step 2) Click on “Employees.”



Step 3) Click on “Earning Statements.”



Step 4) Select “Earning Statement.”

-  [05/31/2024](#)

-  [04/30/2024](#)

-  [03/29/2024](#)

-  [02/29/2024](#)

Earning Statements from the current calendar year will show by default.

If you need a prior year, use the drop-down menu to select the year you are looking for.

Once you select a year, click a pay date to view and download the statement as a PDF.

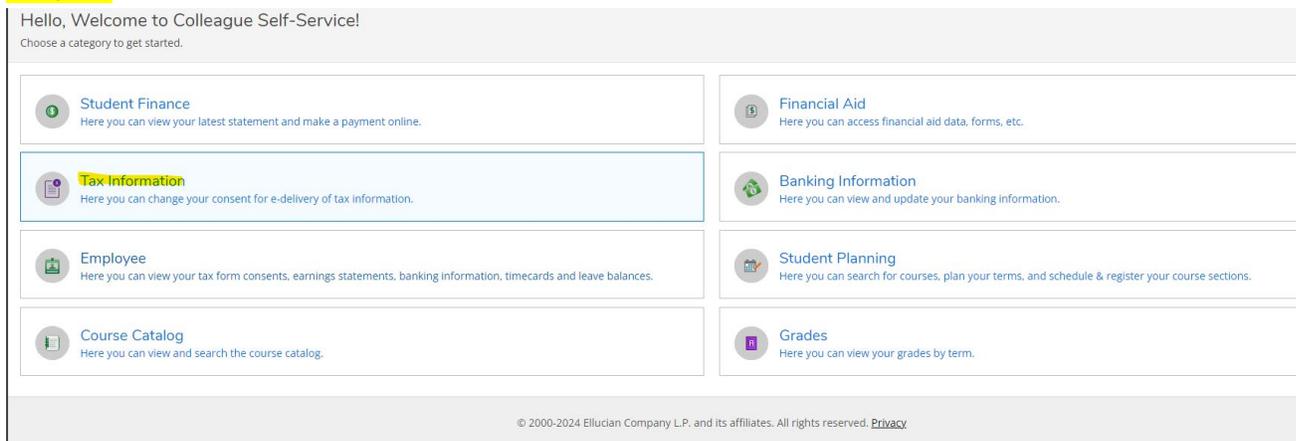
***PLEASE NOTE:** If the year you are looking for is *not* listed, you will have to contact the Payroll Department in order to get the earning statement.

W-2 Electronic Consent

- CFCC allows all employees to receive their end of the year W-2 tax form electronically.
- The electronic W-2 is viewable and printable at any point after it is released by the Payroll Department.
- A printed version of the electronic W-2 is acceptable by the IRS.
- It is not mandatory; however, it is convenient for the employee as the W-2 will be available faster after processing (no mail delivery wait) and is readily available for several years.

Step 1) Follow Steps 1 from the “Locating Your Monthly Earning Statement” section.

Step 2) Click “Tax Information



Hello, Welcome to Colleague Self-Service!
Choose a category to get started.

 Student Finance Here you can view your latest statement and make a payment online.	 Financial Aid Here you can access financial aid data, forms, etc.
 Tax Information Here you can change your consent for e-delivery of tax information.	 Banking Information Here you can view and update your banking information.
 Employee Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.	 Student Planning Here you can search for courses, plan your terms, and schedule & register your course sections.
 Course Catalog Here you can view and search the course catalog.	 Grades Here you can view your grades by term.

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Step 3) Provide consent to receive your W-2 electronically (the top option) and click “**SUBMIT.**”

- You can see all of your consent history, as well.
 - Consent history will update immediately after submitting a selection.
 - You can change your consent at any time.



Tax Information

W-2 Information

1095-C Information

1098 Information

Select an option below to set your preferences for receiving your electronic W-2:

Receive my W-2 only in electronic format



By selecting this option, I agree to receive my official W-2 only in electronic format. I understand that by consenting to receive my W-2 in electronic format, I will not receive a paper W-2 statement. I understand that by consenting I will have access to view and print all of my prior, current and future W-2 statements until I remove my consent. I understand that I have the ability at any time to return to this form and remove my consent.

Withhold my consent



I choose to withhold my consent and understand by doing so that I will not receive my official W-2 in electronic format. I also understand that by withholding my consent, I will not have access to prior or future W-2 statements electronically. I understand that I have the ability at any time to return to this form and consent to view my W-2 statements electronically.

Save

Obtaining a CFCC Employee ID Card

- Employee IDs are printed at the following locations:
 - **Downtown Campus:** Cashier's Office in Union Station (U-173)
 - **North Campus:** Library in the McKeithan Center (NA-113)
 - Hours of operation may vary slightly between campuses. Please check with each office if you are unsure of their operating hours.
- You will need the following items to get your ID card:
 - Valid photo ID
 - CFCC Employee ID Number or Social Security Number
 - Inform the person at the desk that you are a new employee and need your ID made.

Part-Time Employee Parking

***PLEASE NOTE:** You will *not* be able to obtain a parking decal until your official first day of employment or 24 hours after your orientation, whichever is later.

If you are unsure about your need to purchase a parking decal, i.e., off-campus or Burgaw/Surf City Center Faculty/Staff, please speak with your supervisor.

The cost of a Part-Time Employee Parking Decal is **\$10/quarter**.

Table 1 - Quarterly Breakdowns

August-October	\$10
November-January	\$10
February-April	\$10
May-July	\$10

- Parking decals are available at the following locations:
 - **Downtown Cashier's Office:** Union Station (U-173)
 - **North Campus Cashier's Office:** McKeithan Center (NA-123)
- You will need the following information:
 - Name
 - CFCC Employee ID number

- License plate of the primary vehicle to be driven
- Year, Make, Model, and Color of the primary vehicle to be driven

Campus Maps

Downtown Campus

CAPE FEAR COMMUNITY COLLEGE 
WILMINGTON CAMPUS MAP
 411 N. FRONT ST., WILMINGTON, NC 28401

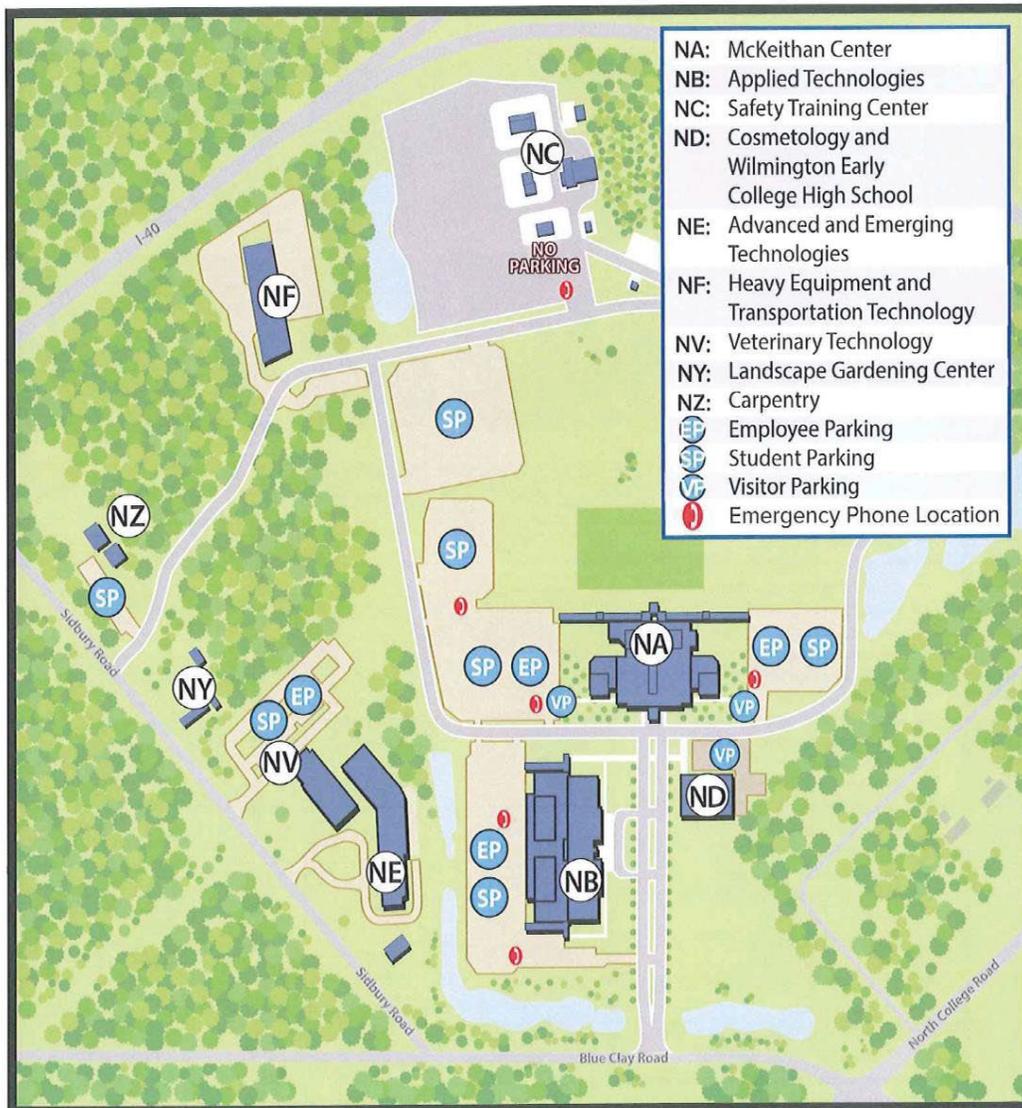


North Campus

CAPE FEAR COMMUNITY COLLEGE

NORTH CAMPUS MAP

4500 BLUE CLAY RD., CASTLE HAYNE, NC 28429





SafeColleges provides our online training courses in safety and compliance.

Every part-time employee is **required** to complete these courses within 90 days of hire date. You will receive an e-mail with log-in instructions and a deadline for completion.

- You may also access the training at <https://cfcc-nc.safecolleges.com/login>.
 - PT Staff will receive a stipend of 4 hours of pay the pay period after **all** the training is complete for initial training and 3 hours yearly after that.
 - PT Faculty will receive a stipend of \$48.00 the pay period after **all** the training is complete.

Note: Other trainings may be required or assigned.

If you have any questions about accessing the training or the course content, please contact HR at **x7312** or hr@cfcc.edu.

Campus Safety

- For emergencies or potential emergencies, call **911** and then call **(910) 362-7855** to inform Security that emergency services are coming.
- For NON-EMERGENCIES, such as, to unlock doors, report security concerns, safety hazards, address parking issues, or arrange for a safety escort, call:

Downtown Campus	Allied: (910) 362 – 7855 NHCSO Non-Emergency: (910) 798 - 4200
North Campus	Allied: (910) 362 – 7580 NHCSO Non-Emergency: (910) 798 – 4200

Burgaw Center	Allied: (910) 362 – 7911 PCSO Non-Emergency: (910) 259 – 1212
Surf City Center	Surf City Non-Emergency: (910) 328 – 7711 PCSO Non-Emergency (910) 259 – 1212

- **Incident Report** is located on the Human Resources intranet page at <https://my.cfcc.edu/group/human-resources/home> and should be used for injuries, unsafe work conditions, ADA concerns and any other non-emergent issues
- Ask about exit/evacuation routes and rally points for your department.
- **Area of Rescue** – If unable to use the stairs during an emergency, the Union Station building has “areas of rescue” just outside the rear elevator doors. Employees should go there and wait for assistance. All other buildings, employees should go to the stairwell and wait for assistance. Employees are asked not to carry anyone down the stairs.
- Locate the nearest fire extinguisher, AED unit, and First-Aid kit.
- Know how to lock/barricade door, and identify potential hiding places.
- **“See something, say something.”**
- ALICE (Alert, Lockdown, Inform, Counter, Evacuate) training is offered periodically by our Campus Safety department. Watch your e-mail for dates and times.

For any additional concerns, contact Human Resources at **(910) 362-7312**.

Emergency Alert System

The CFCC Emergency Alert System provides safety and inclement weather alerts to CFCC employees and students via text message. New employees are automatically enrolled; however, we request that you log in to the Emergency Alert System to confirm that your contact information is correct.

To do this, go to the myCFCC homepage, select **"Go to CFCC Alerts"** and review your information.

Part-Time Employee Pay Schedule

Pay is direct-deposited on the **last business day of the month** with the exception of December. Employee's direct deposit in the month of December will be processed earlier in the month and vary each year to align with the College closure for the holiday.

To update your address, please visit the HR office, U299.

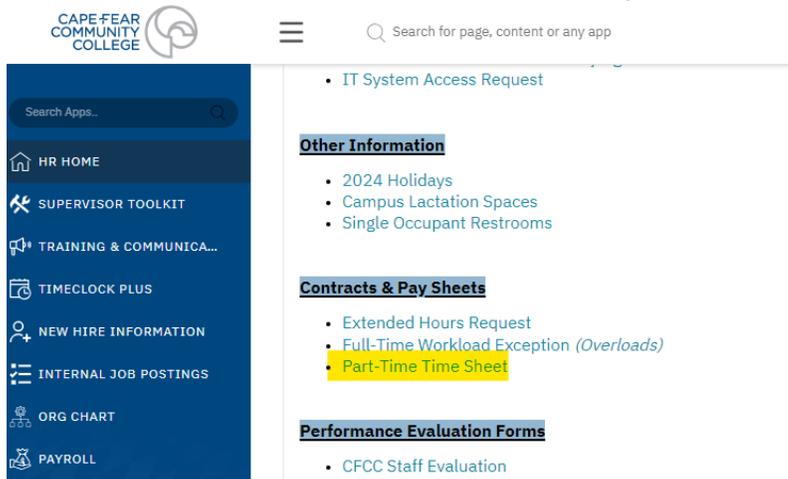
If you have any questions about your paycheck/direct deposit, please contact the Payroll Department via mail: payroll@cfcc.edu.

Part-Time Employee Time Sheets

Staff

- Part-Time time sheets can be found on the [Intranet>Departments>Human Resources>Part-time Timesheet](#)

It can also be found going to Quick Links→more→Quick Links for Employees→Human Resources→Contracts & Pay Sheets



The screenshot shows the CFCC Intranet interface. On the left is a navigation menu with options like HR HOME, SUPERVISOR TOOLKIT, TRAINING & COMMUNICA..., TIMECLOCK PLUS, NEW HIRE INFORMATION, INTERNAL JOB POSTINGS, ORG CHART, and PAYROLL. The main content area has a search bar and a list of links. Under the 'Contracts & Pay Sheets' section, the 'Part-Time Time Sheet' link is highlighted in yellow. Other sections include 'Other Information' (2024 Holidays, Campus Lactation Spaces, Single Occupant Restrooms) and 'Performance Evaluation Forms' (CFCC Staff Evaluation).

- Time sheets are due to Payroll no later than the **16th of every month** and cover the time period from the 16th of the previous month to the 15th of the current month.
- Departments may use either timesheet forms or Excel spreadsheets for

time tracking, but all timesheets **must be signed by both the employee and the supervisor.**

- Employees should keep copies of their timesheets to ensure accuracy of payroll. Additionally, employees should check their paystubs to ensure accuracy of payroll, as well.
- ***Wilson Center Staff** uses an app called SLING™ to schedule work shifts and track hours. This app should not be used to track hours worked for classes or clubs – this is for *paid hours only*.
- Part-Time employees are responsible for ensuring that they do not work more than their contracted number of hours.

Faculty

- Faculty are paid based on contract hours, so hours worked DO NOT have to be reported.
 - **Fall Semester** paychecks – September, October, November and December
 - **Spring Semester** paychecks – January, February, March, April and May
 - **Summer Semester** paychecks – June, July and August
- If you miss class or office hours for any reason, you must notify your supervisor.

Blanket Travel Request

If your position with CFCC requires you to travel for business purposes, you must complete a blanket travel request form, obtain the necessary signatures and submit it to Accounts Payable at AP@CFCC.edu for approval.

This form must be submitted upon hire and at the start of **each fiscal year** (July 1st). This form can be found in SoftDocs under [Blanket Travel Request](#)

Vehicle Safety Policy and Use Form

If your position with CFCC requires you to travel for business purposes, you must complete a Vehicle Use Acknowledgement Form and submit it through SoftDocs for approval. This form can be found on the [Intranet>Business Forms> Vehicle Safety Policy and Use Form](#). This link will take you to SoftDocs – use your system ID and password to log in to access the form. Please complete the electronic form,

attach a copy of your driver's license, and select "submit". This form must be submitted upon hire and at the start of **each calendar year**.

Faculty and Staff Handbook

- The Cape Fear Community College (CFCC) Faculty and Staff Handbook is available for review 24 hours a day, seven days a week at <https://my.cfcc.edu/group/human-resources/home>.
- Faculty and staff are responsible for reading and becoming familiar with all current, new and/or updated policies and procedures of the College as they become available.
- Faculty and staff must abide by all policies and procedures of the College. If you have any questions or need clarification about a policy or procedure, you should seek guidance from your supervisor.

Any violation of the College's policies and procedures may result in disciplinary action, up to and including dismissal from your position.

Strategic Plan 2025 – 2030

The most up-to-date version of the Cape Fear Community College (CFCC) **Strategic Plan 2025 – 2030** is available for review 24 hours a day, seven days a week at <https://cfcc.edu/about/institutional-effectiveness-and-planning/>.

You can also access the Strategic Plan and view additional resources by visiting the Institutional Effectiveness and Planning website at <https://cfcc.edu/about/accreditation/institutional-effectiveness-and-planning/>.

Title IX and Professional Boundaries

Title IX and Professional Boundaries

Title IX states that: No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance. **If a student reports that they have been the victim of discrimination or sexual misconduct, please contact (or have the student contact) the CFCC Title IX Coordinator, Dean of Student Services, at 910-362-7191.** CFCC's Title IX Policy can be found at <http://catalog.cfcc.edu/content.php?catoid=8&navoid=308#student-expectations-rights-responsibilities>

Teachers and staff must act professionally at all times in their relationships with students. The teacher/staff-student relationship is not equal. Teachers and staff are in a unique position of trust, care, authority and influence with their students, which means there is always an inherent power imbalance between teachers/staff and students.

Professional boundaries are breached when a teacher/staff member misuses the power imbalance in such a way that the student's welfare is compromised. As most teachers/staff will recognize, some conduct will clearly breach those boundaries, while there also may be some 'grey areas'. Teachers/staff must take responsibility for establishing and maintaining professional boundaries with their students. This means exercising good judgement and recognizing the potential consequences for students and teachers/staff engaging in certain behaviors.

Teachers/staff may use 'time, place, circumstance' as a guiding principle, by asking themselves:

- Is this the appropriate time for my planned action?
- Have I chosen the appropriate place for the planned action to take place?
- Are these appropriate circumstances for me to take my planned action?

The following suggestions may assist teachers/staff in maintaining professional boundaries with students:

- Use only appropriate authority and power in dealings with students.

Title IX and Professional Boundaries continued

- Keep dealings with students open and available to scrutiny from appropriate authorities.
- Treat students fairly, without treating any students as ‘favorites’.
- Use only employer-authorized means of communicating with students, including authorized IT systems – do not use personal email, text or private messages on websites/social media.
- Actively avoid situations which could be regarded as private or personal between the teacher/staff and student.
- Where practical, ensure that there is written consent in advance of one-to-one meetings with a student. It may be that some meetings are impromptu or part of the flow of teaching or every day interactions. In that case, give consideration to time, place and circumstance, as described above.
- One-to-one meetings with students are preferably held during normal school hours, although it is recognized that there are some occasions this is not the case. If you are meeting after hours, it is more important that you are in an open and visible location. Sitting down in an open classroom or library with a student after hours is sometimes the only or best chance to achieve some educational goals with some students. Meeting up with a student in a coffee shop or other social setting, without a valid context and without appropriate school permissions in advance, would not be acceptable.
- Keep good records of meetings with students, including the reasons for the meetings and records of which a senior staff member authorized them or were made aware of them.
- Keep the content of meetings with students professional.

When new teachers/staff are just a few years older than the students they teach, they must be vigilant to ensure they don't view or treat students as peers or friends.

As with all people, teachers/staff have their own unique vulnerabilities. Teachers/staff who experience difficulties in their personal lives or are socially or emotionally immature may be particularly susceptible to engaging in ‘at risk’ conduct/behaviors with students. The attention, admiration and sometimes adoration bestowed by students on a teacher/staff member can be overwhelming

Title IX and Professional Boundaries continued

and may be the catalyst for teachers/staff to engage in inappropriate conduct, particularly when a teacher/staff member is emotionally vulnerable.

Typical vulnerabilities may include:

- Viewing students as peers
- Experiencing adult relationship issues
- Immaturity, need for attention
- An under-developed personal moral compass
- Lack of personal crisis management skills.

For teachers/staff members, recognizing one's own vulnerabilities is the first step towards avoiding those vulnerabilities leading to a breach of professional boundaries with students.

Teachers/staff must consider their motivation in their interactions with students. Every action a teacher/staff member plans with respect to his or her students should be prefaced by teachers/staff asking themselves:

- “Whose needs are being met by my course of action?”

There is only one acceptable answer to this question – **the needs of the student.**

Engaging in conduct with students to satisfy a teacher's/staff member's own needs is unacceptable. It is a betrayal of the trust of students, the profession and the community.

The Department of Education suggests that if people are unsure what to do in a particular situation, to ask themselves:

- Am I doing the right thing?
- How would others judge my actions?
- How could my actions impact others?
- Should I discuss this with someone else?

If still unsure, as noted above, teachers/staff are encouraged to seek advice from a trusted supervisor or from a member of the Human Resources team.

Finally, teachers/staff are NOT, in any circumstances, to engage in any act or

conduct directed towards a student of a romantic or sexual nature including, but not limited to, the following:

- Kissing and/or caressing
- Obscene language or gestures of a sexual nature
- Suggestive remarks or actions
- Jokes or humor of a sexual nature
- Unwarranted and inappropriate touching
- Indecent exposure
- Inappropriate verbal compliments by a teacher/staff member to a student
- Communicating or corresponding with students about sexual or personal feelings for the student
- Exposure of students to the sexual behavior of others, other than in authorized curriculum resources in the context of education about healthy sexual relationships.

Employee Statement – Confidentiality of Student Information and Liability

What is FERPA?

FERPA stands for Family Educational Rights and Privacy Act of 1974 (sometimes referred to as the Buckley Amendment) and grants specific rights to adult students concerning their student educational records. Maintaining confidentiality of student records is everyone’s responsibility and is required by law to protect the best interests of our student population.

What is the Directory Information?

Directory information as identified in the College Catalogue and Student Handbook includes name, major field of study, full-time/part-time enrollment, the most recent college attended, dates of enrollment, and degrees and awards received. Students have the right to withhold the disclosure of any directory information by completing a request for non-disclosure in the Director of Enrollment Management’s office. Request for non-disclosure must be filled out annually.

What is the “legitimate education interest?”

Information in student records is available only to officials who have legitimate education interest and to those who need to fulfill their professional responsibilities.

**Authorized persons are:*

- Officials or faculty of the College who have a legitimate educational interest
- Officials of other schools where the student seeks to enroll
- Certain federal and state educational authorities
- Financial aid personnel in conjunction with an application for financial assistance
- Parent or legal guardians of dependent students for tax purposes
- Persons presenting an official judicial order or subpoena
- Appropriate individuals in connection with an emergency if knowledge is necessary to protect the health or safety of the students or others
- An outside contractor who is a party acting for the institution and is performing a service that the institution would otherwise have to perform
- Individuals requesting information for deceased students

What is an Educational Record?

CFCC intends to comply with FERPA regulations fully and has been legislated to protect the privacy of educational records. An educational record is an official and confidential document that includes all records related to a student and maintained by the College in any media (electronic, paper, film, etc.).

*Any information provided by a student to the College for use in the educational process is considered a student education record:

- Personal information
- Enrollment records
- Grades
- Schedules
- *Education Records may be:
 - A document in the Student Development Office
 - A computer printout in your office
 - A class list on your desktop
 - A computer display screen
 - Notes taken during an advising session

Do parents have the right to view their child's records?

If the student is a dependent for income tax purposes, the College may

disclose any education records including financial records to a student's parents. If the student is not a dependent, then the student must generally provide consent for the College to disclose the information to the parents.

What if a minor child is taking college classes at the college?

Once a student turns 18 or enters a postsecondary institution, the rights under FERPA transfer from the parents to the students. If a student is attending college, at any age, the rights have transferred to the student. If the student is enrolled in both high school and a college, the two schools may exchange information on that student. If the student is under 18, the parents still retain the rights under FERPA at the high school and may inspect and review any records sent by the college to the high school.

I understand that by virtue of my employment at Cape Fear Community College, I may have access to records, which contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act of 1974. I acknowledge that I have read the following guidelines and fully understand that the intentional disclosure by me of any information other than directory information could subject me to criminal and civil penalties imposed by law. I further acknowledge that such willful or unauthorized disclosure also violates CFCC policy and could constitute just cause for disciplinary action including termination of my employment regardless of whether criminal or civil penalties imposed.

IT Services New-Hire Orientation

The Help Desk can be reached at **(910) 362-HELP (4357)**.

IT Services currently offers, and recommends, an introductory orientation for all new-hires of CFCC.

If interested in scheduling an IT Services Orientation please contact the Help Desk, at **(910) 362-4357** or help@mail.cfcc.edu to make an appointment.

The orientation will cover things such as:

- Computer Logins
- my.cfcc.edu overview
- Shared Drive
- U-drive
- Gmail Setup
- Microsoft Outlook Setup
- Sync email account with mobile device(s)
- Discuss mobile apps and Google Drive
- Loading a printer
- Connecting to CFCC's Wi-Fi
- Voicemail Setup
- Anything else you may need

Orientation Guide

File Folders

- S Drive – per Department (Shared, admin machine only)
- U Drive – can reach on campus (Personal, Admin/classroom machines)

Account Login

- Use AD credentials (Username and Password)
- First time users choose First time User (myCFCC portal login page)
- Password reset every 90 days (Employees)

Portal Overview (mycfcc.edu)

- Password Status (Top Left)
- Favorites – Drag and Drop
- Launchpad – Email, Helpdesk, Drive, Self-Service, Regroup, Ask IT
- Campus Food Services (North and Downtown, bottom right)

E Mail Setup

- Google Apps (#9 Dice) - Drive, Calendar, Docs, Sheets, Etc.
- Left Click Settings Buttons (Gear Icon), Click Settings (from the list)
- General Tab - My Picture, Signature, and Vacation responder
- Accounts Tab - Send Mail As – can request alias (Helpdesk ticket)

HelpDesk Tickets

- Portal, LaunchPad, HELPDESK, Login Credentials
- Have a problem? Report it, New... (Select IT, Custodial, etc.)
- Fill in Description (short description), **Location, Inventory ID**, Category, CC List, Comment (Describe the issue or request in more detail, dates and times),
- Can add screenshots to tickets (Print Screen, CTRL+V)

Intranet Navigation (From Portal Home, admin machine)

- **General** – Calendar, Discounts, Safety Plan
- **Floorplans and Parking** – List of each room and parking layout
- **Forms** – Travel
- **Telephone** - Initial password is 11+ extension
 - Faculty and Staff Directory (Faculty use Calendar)
 - Telephone and Voicemail Guide (list downloads)
 - VOIP Quick Reference Guide (Picture w/functions)
- **Astra Schedule** – (Employees Only) to check room openings (Kathie Lee – 7488)

Mobile Apps/Google Drive

Google Drive - LaunchPad Drive Icon or Email Google Apps Icon

Loading a Printer

- *******Use Internet Explorer*******
- For OS version – On desktop, right click This PC then click on Properties
- Helpdesk Tab, Employee Helpdesk, Need To Load a Printer, Select link for OS version, find printer, click Connect

Connecting to Wi-Fi

- SurfCFCC - use AD credentials, will remember you until password change
- Surf CFCC Guest - use valid Email account for login

Options for Contacting Helpdesk

- **4357 (HELP)**
- help@cfcc.edu
- ASK IT Icon (LaunchPad)

Employee ID

- On your ID card
- Need for various instances (Leave Slips)

Acceptable Use Policy located On CFCC.EDU (type in search bar)

Internet Browsing Safety - Helpdesk, Employee Helpdesk, Internet Browsing Safety

Recommended Browsers -

Firefox browser (latest version is 64)

Self-Service

Canvas

Chrome browser (latest version is 74)

DocuSign

Etrieve (Softdocs)

Internet Explorer (IE11)

Loading Printers

eProcurement

Google Apps work fine on all browsers, including **Chrome, Firefox, IE 11, and Edge.**

Exceptions:

- Google sheets, if it is shared, it needs to be opened in Chrome
- Optional desktop email notifications require Chrome, and Edge doesn't yet work for hangouts video calls.

<https://support.google.com/a/answer/33864?hl=en>

Rules of using internet

- No visiting gambling sites, gaming site are inappropriate material and it is not permitted on college owned computers

*******Always Log Off/Sign Out Prior to leaving your computer*******

Windows key and L or Ctrl, Alt, Delete buttons

Student Accessibility Services

Union Station, U-218, Phone (910)362-7800, Email: sas@cfcc.edu

CFCC.edu/Disability Services include:

- Assistive Technology
- Faculty/Staff Training
- Accommodations
- Sign Language Interpreting Services
- Accessibility compliance for online resources and web-based courses

For questions or assistance on how to make your course content accessible, please contact the Instructional Designer at **(910) 362-7284** or bbhelp@cfcc.edu; or the LMS Coordinator at **(910) 362-7772** or bbhelp@cfcc.edu.

401(k) & NC 457 Retirement Plan Options

- Cape Fear Community College employees have the option to enroll in a 401(k)-retirement plan through Empower and/or a NC 529 College Savings Plan. This option includes part-time employees who are actively working.
- Employee contributions do not receive any additional contribution from CFCC on behalf of the employee.

For more information about CFCC Employee Benefits, please visit https://cfcc.edu/human_resources/current-employees/benefits/. For additional information and/or enrolling in a supplemental retirement plan, please contact the providers directly.

- Empower- NC 401(k) or 457:
Matthew Dominelli, Empower Account Representative
P: 704-219-6104
E: Matthew.Dominelli@Empower.com
- College Foundation of North Carolina-529 College Savings Plan: More info & sign up: <https://www.cfnc.org/>