A Guide to IT Services

Providing technical support for students, staff and faculty to pursue their academic and professional goals.
Given the changing landscape of education and the evolving learning needs and expectations of students and staff, Centennial’s program design and delivery will leverage technology to create 21st-century learning environments. And we will bring the best possible technological infrastructure to our College to enhance and extend our reach and impact.

– Our Book of Commitments, Second Edition

Information Technology (IT) services is the basis for all of Centennial’s technological needs. IT offers many services to faculty, staff and most importantly, to students. Each campus has its own Client Support Counter where students can receive help, support and technical information from a knowledgeable technician who will provide friendly and courteous service.

If you are having trouble, whether on campus or at home, calling the Helpdesk at 416-289-5280 will put you in touch with an agent who will gladly help you.

IT offers a number of services to the Centennial College community. Some of the services that students will find most helpful to their experience at Centennial are:

- Client Support Counter
- Helpdesk Call Centre
- Wireless Connectivity
- Computer Labs and Home Directory
- College Computers
- Printing Facilities
- Web Printing
- ClassApps
- myCentennial
- eCentennial
Client Support Counter

Each Centennial College campus has a Client Support Counter staffed by knowledgeable and friendly computer technicians who are dedicated to ensuring that all College technical resources are maintained and supported to current standards and student expectations.

Some of the common duties of a computer technician include:

- Supporting standard College applications
- Providing guidance on how to access, save and print from applications
- Answering questions on file storage, e-mail usage and troubleshooting general application issues
- Assisting in the resolution of authentication (login) issues; both with the network and myCentennial
- Effectively assessing and resolving computer lab hardware problems

Each campus has different hours of operation for their Client Support Counters. Please refer to the chart below for further information. For any technical questions or assistance, there is always a technician on hand to point you in the right direction.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Service Type</th>
<th>Room</th>
<th>Support Hours*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Campus</td>
<td>IT Helpdesk Call Centre</td>
<td></td>
<td>Mon.-Fri. 8 am-6 pm</td>
</tr>
<tr>
<td>Progress</td>
<td>Client Support Counter</td>
<td>B3-17</td>
<td>Mon.-Fri. 8 am-8 pm Sat.-Sun. 9 am-4 pm</td>
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<tr>
<td>Ashtonbee</td>
<td>Client Support Counter</td>
<td>B-148</td>
<td>Mon.-Fri. 8 am-8 pm Sat.-Sun. 9 am-4 pm</td>
</tr>
<tr>
<td>Morningside</td>
<td>Client Support Counter</td>
<td>328</td>
<td>Mon.-Fri. 8 am-8 pm Sat.-Sun. 9 am-4 pm</td>
</tr>
<tr>
<td>SAC</td>
<td>Client Support Counter</td>
<td>155</td>
<td>Mon.-Fri. 8 am-8 pm</td>
</tr>
</tbody>
</table>

*Hours of support outside of Progress campus are subject to change based on the individual requirements of each campus.
Helpdesk Call Centre

In addition to the Client Support Counters, the Helpdesk Call Centre is an area where students can turn to get assistance with IT issues and inquiries. The Helpdesk Call Centre is comprised of a number of individuals who specialize in over-the-phone technical support.

By calling the Helpdesk, you can find answers to questions such as: How do I log-in? What’s my username and default password? How do I access my e-mail? The Helpdesk can be reached at 416-289-5280.

The Helpdesk Call Centre can also be reached from any on-campus computer lab telephone by dialing extension 5280. An agent will connect you to a lab technician at your campus.

The following is a list of some of the many services supported by the Helpdesk Call Centre:

- College network ID
- Authentication (login) issues
- Password resets, network ID's, myCentennial and eCentennial
- Remote Access to IT systems
- Web service support and navigation

Printing Facilities

Every computer lab is equipped with printing facilities so that students can easily print all of their assignments. Every student at Centennial College will have a printing account on the College network. However, before being able to print, students will need to purchase print credits. Prints credits can be purchased through myCentennial by credit card or debit in the following amounts: $6, $12 and $18. For a guide on how to purchase print credits through myCentennial, please visit: centennialcollege.ca/mycentennial/printing. You can also purchase a print card through the Bookstore in the following amounts: $1.50, $3, $6 and $12*. This card will contain a code that you can use to load the credits into your account.
Web Printing

Web printing is a tool that allows students to print black and white documents from non-College computers to any one of the printing facilities, at any campus, via the Internet. Using the same website that one would upload print credits to, students can also choose the option to print documents located on personal computers to a printer at the campus of their choice. Just like printing in a classroom, students will still need to ensure that they have sufficient print credit funds to be able to print with this service.

To access the web printing feature, please use the following link: webprint.centennialcollege.ca

The login for web printing is the same login used to access the network computers: nine digit student number and your password.

After logging in, simply choose the “web print” option on the menu to the left in green and you are ready to begin the steps of printing from the web.

Detailed instructions on exactly how to use this feature can be found in all computer labs with printing facilities. Or visit the IT information page at the following address: centennialcollege.ca/mycentennial/itsupport to download a step-by-step guide to using this service.

Once the document is printed, students are responsible for retrieving their print-outs in a timely fashion. Students will not be refunded print credits for printed documents that get lost between the print-out and the pick-up.

ClassApps

ClassApps is an application portal designed to provide students with access to computer lab applications on their personal computing and mobile devices, including: Laptop, PC, MAC, Android and iPad/iPod. The applications being offered are ones that tend to be specific to a student’s course studies, and traditionally only available in the College’s onsite facilities. Currently ClassApps features a number of applications available through a web based interface (for PC based access) or through a virtual desktop interface (for all other platforms) with more applications and new features being added in the near future.

Please visit http://classapps.centennialcollege.ca for more information.

*Printing card prices are subject to change without notice*
myCentennial

myCentennial is a web-based tool that is designed to help staff and students interact with each other more effectively, and to make the Centennial experience as fulfilling as possible. For students, myCentennial is the electronic gateway to all of your College documentation and needs.

myCentennial can be accessed at any campus or at home via the following web address: my.centennialcollege.ca

Through the use of myCentennial, all registered students have access to the following functions:

- An e-mail address and account that can be accessed through the myCentennial website; this is a free service that is offered through the College and all students can send and receive messages from instructors and classmates
- Access to Centennial news, announcements and resources
- Ability to create and manage a personalized calendar
- Check grades, GPA and academic course history
- View, build and change timetables
- Register and pay for courses, lockers and parking
- Access personal student record information
**eCentennial**

*eCentennial* is a web-based learning system that is used across the college to support students in all their courses. Faculty use a variety of tools in the courses they teach to provide a more comprehensive learning experience. This allows students to more actively participate in their learning.

*eCentennial* is accessed through a link on the page of *myCentennial*.

Some of the key features that *eCentennial* offers are:

- Ability to download and print course outlines, schedules, handouts and other materials uploaded by instructors
- Instructors can post course announcements and news and other reminders that will appear when you sign-in
- Provides current information about your course grades and allows you to monitor your progress
- Online discussions and groups allow you to collaborate and communicate with your classmates
- Provides a means for students to submit assignments in a secure way that tracks the time and date of each submission and allows faculty to provide online feedback.

**Wireless Connectivity**

All campuses at Centennial College are equipped with wireless networking. There are two wireless networks that are available for use: CCwSecure and CCwGuest.

CCwSecure is a secure encrypted network that any registered student, faculty, or staff member with an active “College Network ID” (also known as Active Directory (AD) ID) and password can access and should use. CCwGuest is a public network that does not require a username or password to access; there is no encryption or security on this network.

For further details about these wireless networks, as well as setup guides for a variety of devices, please visit: [centennialcollege.ca/mycentennial/wireless](http://centennialcollege.ca/mycentennial/wireless).
Computer Labs and Home Directory (H Drive)

Centennial has over 2500 computers, both Windows and Mac, in approximately 100 general and specialty labs across all campuses. All registered Centennial College students have access to the College’s network services (internet, printing, course software, data directories and storage space). To access these features students must login to the network using their student number. All registered students are allocated network storage space (referred to as the “H: drive” or “Home drive”) on the College network. This drive is a place where students can store their course related work and materials.

The “H” drive is accessible when students login to the College computers as well as outside of the College through a web application called “NetDrive.” NetDrive can be accessed by going to: netdrive.centennialcollege.ca. Registered students, faculty and staff can login into NetDrive using their “College Network ID” and password, anywhere there is an internet connection.

To Access The System

To Login Use Your Network ID:
Username: Cen\collUsername Password:

NetDrive is the new Centennial College remote file access system. It is a web portal system that works on all major platforms currently on the market. If you require assistance please e-mail the Centennial College Helpdesk.