Lakeland
COMMUNITY COLLEGE

Technology GUIDE



lakelandcc.edu

Lakeland Technology Guide

Lakeland is dedicated to supplying students and staff with the latest technology to help ensure your success. With free Wi-Fi, equipment rentals, online meeting spaces, personal Webex accounts and the full Microsoft Office 365 Suite, we have you covered. In this guide you will find a list of Lakeland's technological offerings, how to navigate them and where to find help when you need it.

View Lakeland's policies for computer and internet access at lakelandcc.edu/studentdevelopment.

Please note: You will have access to most provided systems and myLakeland up to two years after you finish your final credit class.



Cybersecurity Alert: Protect Your Lakeland Account

At times we have seen an increase in phishing scams targeting college students. These scams may look like official messages, but they are designed to steal your information. Some may pretend to be from Lakeland, others offer fake jobs, and many try to trick you into giving up your login credentials.

HOW TO STAY SAFE:

- Stop, think, and do not click suspicious links or attachments.
- Check the sender's address. Official Lakeland emails use @lakelandcc.edu and student emails use @mail.lakelandcc.edu.
- Lakeland will never ask you for your secure MFA code.
- Be cautious when interacting with unknown people online. If you do not know them personally, do not share details or follow their instructions.

IF YOU THINK YOUR ACCOUNT HAS BEEN COMPROMISED:

Call the Help Desk right away. They will guide you through safely regaining access. You should also:

- Reset your myLakeland password.
- Review and update recovery and MFA contact information to ensure it has not been changed.
- Reset your personal email password as well, since attackers often target both accounts.
- Use strong, unique passwords that are different for Lakeland and personal email.

If recovery information or personal email passwords are not updated, attackers may regain control of your account.

Visit the Help Desk for support!

Lakeland Help Desk Room C-2060

Lakeland's Help Desk can help solve many of your technology issues, including problems with:

- Wi-Fi or internet access.
- Printing.
- Computer, laptop or mobile devices.
- Microsoft Office and Lakeland provided software.
- Your ID or password.
- myLakeland and email.
- Blackboard.
- Web browsers.

Walk-in help is available in C-2060
(across from the C-building elevator on the second floor).

You can request assistance and open a ticket any time. For immediate assistance, please contact us during our normal operating hours. After hours support cases will be delayed until the next business day.

Call or text: 440.525.7570

Email: lcchelpdesk@lakelandcc.edu

Web: lakelandcc.edu/help, including live chat.



On-Campus Wi-Fi Access

A state-of-the-art wireless network is deployed across the campus, and there are different wireless networks available:

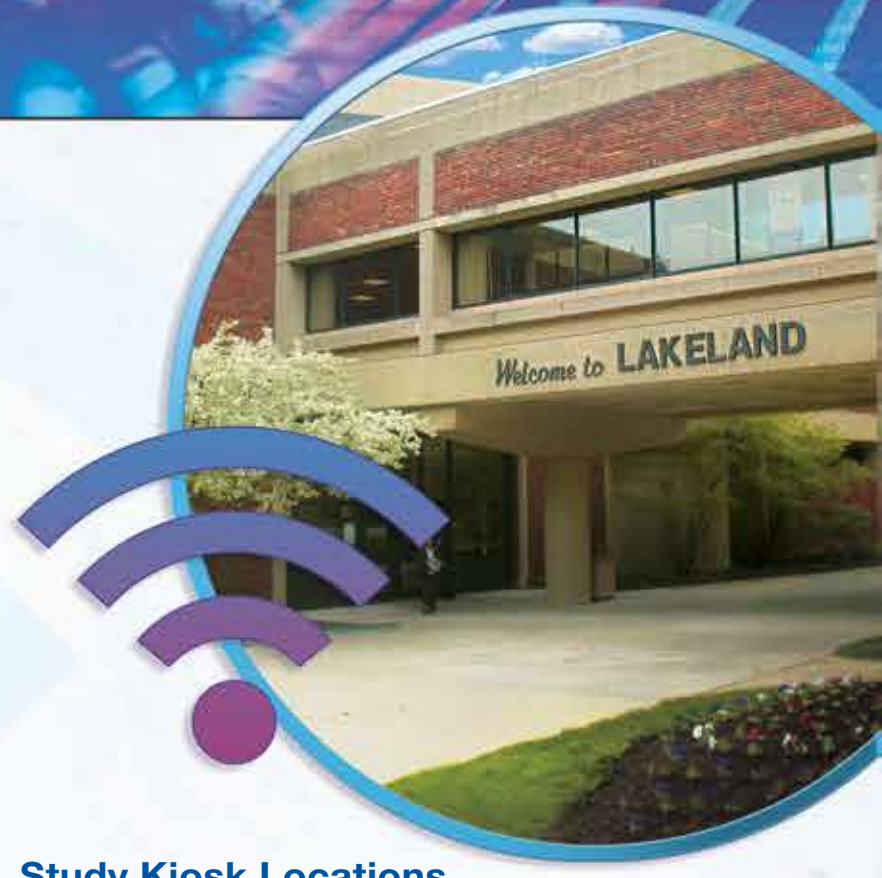
- LCC-EMP (for faculty and staff)
- LCC-STU (for active credit students)
- LCC-GUEST (for guests)

For employees and students, select the appropriate wireless network and enter your credentials when prompted:

- **Username/ID:** Your ID is the first part of your Lakeland email address before the @ symbol.
    - Example: jsmith12 is the ID for the email jsmith12@lakelandcc.edu.
- **Password:** Your password is the same as your current myLakeland password.

Guests may self-register for a temporary guest wireless account. The account grants them seven days of access. After seven days, the guest will need to reconnect.





Study Kiosk Locations

- **B-Building, Second Floor (B2053):** Study Kiosk in the study area, with an existing copier.
- **B-Building, Third Floor (B3053):** Study Kiosk in the study area, with a refurbished printer.
- **A-Building, Third Floor (A3001):** Study Kiosk with a Xerox printer.
- **C-Building (C1013):** Study Kiosk on the walking machine in the Study Area but no printer.
- **H-Building (H201):** Study Kiosks in the hall with a xerox copier station.
- **E-Building, First Floor:** Two Study kiosks and a copier.

**Please note that the Library has computer equipment for student use also.*



Available Services

Lakeland Emergency Alerts



Lakeland Community College offers an emergency messaging alert system as part of its comprehensive emergency preparedness plan to quickly notify students, faculty and staff of campus emergencies or closures. Emergency Alerts are available via voice, email and SMS text message. The Lakeland Campus Police Department is responsible for authorizing use of the emergency notification system.

In the event of a campus emergency, it is vital that Lakeland Community College is able to contact you as quickly as possible with critical information regarding campus emergencies or closures and we will send you notifications through this system. As a current credit student, your primary phone number, cellphone number (if provided) and college email address have been pre-loaded into the notification system. We strongly encourage you to review your information and update it if needed, so please take the time to ensure that your primary and cellphone numbers are current.

For more information: lakelandcc.edu/emergencyalerts.

Microsoft 365 including Office 365

Microsoft 365 includes familiar Microsoft applications, such as Word, Excel and PowerPoint, and new applications such as OneDrive, OneNote and Sway. It includes new features that help you create, communicate and work even more efficiently from virtually anywhere. Microsoft 365 applications are also available for your mobile device.

To use Microsoft 365

1. Go to portal.office.com.
2. Log in with your Lakeland email and password.
3. Your available applications appear by default on your dashboard.
4. Use Microsoft 365 Cloud anywhere from any device.

While you will have access to these online tools up to two years after finishing your final credit class, Microsoft desktop apps will no longer be licensed after one year.

Get the full Office desktop today!
With your Microsoft 365 student plan, you can install the latest full set of Office applications on up to five of your devices. Once you install the Office 365 application on your device it will stay up to date for you automatically.

OneDrive - "Room for all your files"
Your Lakeland account comes with one terabyte of personal document storage, so you can store all your files online and access them anywhere from your computer, tablet, cellphone or mobile device.

Save time, organize and collaborate with OneNote
Schoolwork includes a lot of information, and OneNote helps you capture it all, on all your devices. OneNote gathers users' notes (handwritten or typed), drawings, screen clippings and audio commentaries. Notes can then be shared with other OneNote users over the internet.

Access to the Office Portal and all Office Portal software and drive space will be available as long as you have access to myLakeland.

Microsoft Teams
Microsoft Teams is a collaboration platform that integrates chat, video conferencing, file storage and applications, facilitating communication and teamwork in the Microsoft 365 suite of products.





Google for Education

Lakeland, in collaboration with Google, provides your Lakeland account with the full Google Workspace suite. With Google Workspace, get video, chat, email, files, drive and tasks, all in one place. Your Google drive is limited to 250 GB of space. Students can log in through myLakeland and click on the student email icon.

Student Gmail

Our student Email is hosted on Gmail and is created within 24 hours of your application being received.You can access your student Gmail account in myLakeland by clicking on the “Student Email - Gmail” link under the launchpad in the home section.

Access Account on Mobile

You can add your student Gmail account on your device’s default email app using your entire student email address as your username and your myLakeland password as the password. Alternatively, the Gmail app can be downloaded and used to access your student email from your respective app store.

Access Account via the Web

You can access your student Gmail account directly by going to e.mail.lakelandcc.edu/ and password or you can go to gmail.com and enter your entire email address, click “Next” then login through myLakeland.





Webex

In addition to video conferencing through Google Hangouts and Microsoft Teams, students are offered exclusive access to an online video conference and meeting center powered by Webex Basic. This supports meetings for up to 40 minutes with a maximum of 100 attendees per session.

To Start a Webex Meeting

1. Go to myLakeland
2. Click on the “Webex Meeting Center” link in the QuickLaunch Navigation

   -or-

1. Visit lakelandcc.webex.com
2. Click the “Sign In” button

Select how you want to handle your audio and video when joining the meeting. Download the mobile app to host and join meetings from yourmobile device. Record your meetings to the Webex Cloud to watch later or share with others.

Wayfinding

Get directions from place to place on campus, find parking, buildings and more at lakelandcc.edu/findit.

Panopto

Panopto is a video creation and sharing platform that helps maximize student engagement in online courses.

Lakeland Apps and Services

Lakeland Mobile Apps

Go to lakelandcc.edu/mobile or search your Google Play or Apple iTunes stores to download Lakeland's mobile apps.

Reach Out

Lakeland Community College's Reach Out app provides quick access to guidance for supporting a friend in need, suicide prevention or coping with mental health challenges. It also supplies information about resources and services offered on campus and in the community, including crisis hotline numbers. The Reach Out app is designed for students, parents, friends of students, faculty and staff of Lakeland Community College. The Reach Out app better prepares people to help a friend, loved one or themselves.

Blackboard

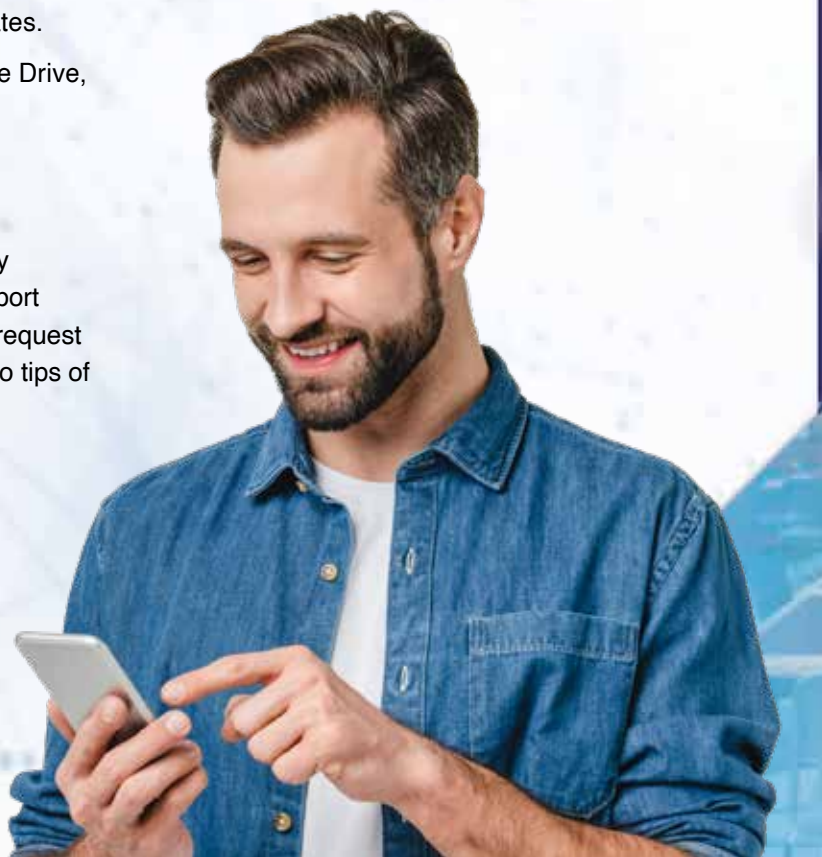
Blackboard's mobile app is centered on mobile learning. The app provides an intuitive way for you to interact with courses, content, instructors and other students. Use it throughout your academic journey to stay on top of coursework and plan ahead.

With Blackboard:

- Enjoy a modern, easy-to-use design.
- Receive updates about your courses, content and work due in the activity stream.
- Take assignments, tests, and quizzes right from the app and review your submissions.
- View your course grades as well as individual test and assignment grades.
- Stay on task with a list of all due dates.
- Attach assignment files from Google Drive, Dropbox and OneDrive.

Lakeland Safe

Lakeland Safe gives students peace of mind by connecting them directly to campus police. Report suspicious behavior or a dangerous situation, request a police escort to your vehicle or send text, photos or video tips of non-emergencies related to campus safety.



Technology Available to Students

Did you know Lakeland has a variety of technology for students to use on-campus? Some available technology includes:

- iPads
- Laptops
- Video cameras
- Headphones
- Webcams

For a full list of available technology for students, visit the Lakeland Library.

Print From Any Device

Print from anywhere through your browser from print.lakelandcc.edu by selecting “Web Print” and “Submit a Job,” or download the Mobility Print mobile app. This feature for campus printers is open to anyone with a myLakeland account.

Student Print Funds

Students are provided with $10 in free printing each semester. Look for your pre-loaded balance using the “Print Fund Manager,” found in myLakeland, in the “STUDENT” tab, under the “myRECORDS” menu. Students can add additional funds through the “Print Fund Manager” at any time to continue printing on Lakeland’s campus after the allotted $10 are used each semester. Free funds allotted to your account by the college will only remain active until the end of the semester.



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CAMPUS MAP



Campus Parking Lots

- **P2** West Lot
- **P3** Laketran Transit Center (buses only)
- **P4** H-Building West Lot
- **P5** H-Building Northwest Lot
- **P6** North Lot
- **P7** Faculty & Staff Lot (reserved)
- **P8** H-Building Central Lot
- **P9** AFC Central Lot
- **P10** AFC North Lot
- **P11** B-Building Lot (reserved)
- **P13** E-Building Lot
- **P14** East Lot
- **P15** Mooreland Lot (reserved)
- **P16** C-Building Lot (reserved)
- Short-term Metered Visitor Parking

All parking is free and open to students and the public unless noted otherwise.

Campus Map

- **A** A-Building/ Student Service Center
- **B** B-Building
- **C** C-Building/Library
- **D** D-Building/ Performing Arts Center
- **E** E-Building
- **F1** Baseball Field
- **F2** Soccer Field
- **F3** Tennis Courts
- **F4** Multi-Purpose Court
- **F5** Softball Field
- **H** H-Building
- **L** Teaching Learning Center
- **S** S-Building/Breakers Dining
- **V** Mooreland Mansion
- **Y** Athletic & Fitness Center
- ● Clocktower
- ★ Dental Hygiene Clinic
- ♿ Accessible Parking Spaces
- ■ President's Corner
- ▲ Mind Ladders

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Lakeland Community College
7700 Clocktower Drive • Kirtland, OH 44094
440.525.7000 • 1.800.589.8520

Compliance

Lakeland Community College is in compliance with all applicable federal and state laws and regulations including the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act, Family Educational Rights and Privacy Act, Sexual Offender Awareness Act, Ohio Sexual Predator Act, and the federal Drug Free Workplace Act. The college reports crime statistics to the U.S. Justice Department's Federal Bureau of Investigation Uniform Crime Reports and to the U.S. Department of Education. For more information about these laws, contact the Campus Police Department.

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