

Rochester College

Faculty and Staff Technology Guide

Please call or email the IT Helpdesk with any questions or problems

helpdesk@rc.edu – 248-218-2080

IT Office Hours: Mon-Fri 8:00am-5:00pm

Please be aware that if a Helpdesk ticket number has not been issued to you, your issue is not being addressed.

Helpdesk

To see your open helpdesk work orders, please go to helpdesk.rc.edu and log in (or click ‘register’ if you have never logged in to the helpdesk system before). Then click on “Transcript History”.

(Remote Desktop) access to CAMS

This is how you get to CAMS from the remote desktop. We have two remote connections set up:

- REMOTE.RC.EDU is used to connect to CAMS from any computer outside of the Rochester College campus network. It provides offsite access to the Y:\ and Z:\ drives for full-time employees.
- App-A.RC.EDU is a virtual computer lab for students to use to access SPSS Statistics Software and the Microsoft Office Suite.

NOTE: These are Remote Desktop addresses only and can only be accessed through the Remote Desktop program on your computer.

Saving Documents

The Rochester College IT Department backs up all documents saved to the server. There are two places that are available for backed-up saving (provided for staff and full-time faculty):

Y:\ drive – Rochester College’s network folder to share files

Google Drive – RC Email Account Document Storage.

Please do not save any documents to your C:\ drive as they do NOT get backed up.

Rochester College Sites

Rochester College has a few different websites that serve different roles for our employees and students:

- RC.EDU – RC website. Here you can find information about upcoming events and new about the college.

- EFACULTY.RC.EDU - link to your Faculty/Staff Portal dashboard. Here Faculty and Staff can access:
 - HR documents
 - Student/faculty directory
 - Campus news
 - Faculty – entering grades
 - Swipecard balance
- MAIL.RC.EDU – direct link to your email account provided through Google; includes Google Suite of Online Software (can also be accessed from the Faculty/Staff Portal)
- MY.RC.EDU or ESTUDENT.RC.EDU – link to Student Portal dashboard. Students can go here for information about:
 - Grades
 - Class schedules
 - Course offerings
 - Student/faculty directory
 - Swipecard balance
 - Campus news
 - Transcript
 - Chapel attendances
 - Registration
 - Financial Aid

RC Account Passwords

You are required to change your password every 12 months. This will change the password for your computer login, your RC email login, and your online course login. Please note that it could take up to 20 minutes for the password change to take effect in Moodle.

Emailing Employees

You may email all RC employees at once by addressing it to: allemployees@rc.edu

- Messages to specific campus groups are sent to a queue for approval by a moderator. There is generally more than one moderator for these groups in case one is out of the office.
- NOTE: The person initiating the message (you) does not receive the released message.

Telephones

To dial off-campus: 81 [area code] [phone number] # [your phone code] #
(Phone codes not assigned to adjunct faculty)

To access RC Phone Directories

1. Log in to your Faculty Portal at my.rc.edu/faculty
2. Click ‘Human Resources’ under the Faculty Portal heading along the left side
3. Click ‘Telephone Quick Reference Guide’ under Reference Documents heading

NOTE: On page 2 of this Telephone Quick Reference Guide are directions for setting up your voicemail. Please note there are two recordings you will want to make: one for your 'greeting' and one for your 'name announcement'.

Classroom Technology

Please arrive 15 minutes before each class time to test classroom technology. It is the responsibility of the instructor to contact the Helpdesk if classroom technology is not working.

If classroom technology instructions are not available in the classroom, please go to the Faculty Portal > Human Resources Tab > Reference Documents heading > Teacher Workstation Quick Reference Guide for a copy.