Direct links to Online Resources:
MyCommNet: http://my.commnet.edu/
Microsoft Office 365: https://www.office.com/
Protective Enclave: https://enclave.ct.edu/
WebEx Portal: https://ctedu.webex.com/
GCC IT Help-Desk Email: GW-helpdesk@gwcc.commnet.edu
24/7/365 IT Service: Phone - 860-723-0221 or Online Chat
CSCU Support site: http://cscu.edusupportcenter.com/

Gateway IT Help-Desk
On-Site IT Service – providing virtual support
  • Email: GW-helpdesk@gwcc.commnet.edu
  • Phone: 203-285-2040 (8:00 AM-4:30 PM)
Online IT Service: Available 24/7/365
  • Phone: 860-723-0221
  • Online Chat

Quick Links
Help with Logging in
  • Login Instructions
  • Password Reset
  • What is a NetID
  • Update your own password here
  • Change two factor authentication method
Help with your Browser
  • Recommended Browsers
  • System/Browser Setup for Blackboard
  • How to clear Browser Cache, Cookies, Temporary Internet Files-ALL Browsers
Course Resources
  • MyCommNet
    • First Time Logging into MyCommNet
    • Frequently Asked Questions about MyCommNet and Blackboard
  • Online Support
  • Course registration, withdrawal, and drop (through Banner Self-Serve)
  • Course Search
  • McGraw Hill tech support
  • Aleks Support
  • Hawkes Learning
  • Pearson Support
  • Cengage Support
  • Student Grades and Registration History
Blackboard Guidance:
  • Learn How to Access Blackboard
  • Click Here for step by step Blackboard Access Instructions
  • FAQ's about logging into Blackboard
  • Using Blackboard Mobile App
  • All System Office ED Tech videos: https://www.youtube.com/user/CTCCEdTechTraining
  • Kaltura Playlist
  • How to upload or record media (video or audio files) directly into Blackboard using Kaltura
  • Still having a problem? Contact the 24/7/365 Support Line at: Call 860-723-0221
Help with Email/Office 365
- Link to Office Online
- Office 365 Installation Guide
- Microsoft’s Office 365 Installation Walk-through
- How to sign into Office applications that you installed on your personal device
- Office 365 Training from Microsoft

Email
- Student Email and Office 365
- Forwarding (or redirecting) Office 365 College Email
- How to access Public Folders from Outlook Web
- Email Security – what to do when you get Phishing messages or SPAM
- Email Security – General information
- Setting an Out of Office message in the Outlook Web App
- Forwarding your student email
- Learn How to Access Your Student Email
- Learn how to access your email through myCommnet

OneDrive
- Frequently Asked Questions about OneDrive
- How to Upload or Transfer Documents into OneDrive (Video from Microsoft)
- How to Use OneDrive
- How to submit assignments in Blackboard from OneDrive

Help with Microsoft Teams
- Link to Office Online
- Download the Microsoft Teams App
- Accessing Microsoft Teams for the First Time
- Logging in and out of Microsoft Teams
- General Microsoft Team’s help website
- General Microsoft Team’s video training
- Microsoft’s Teams On-Demand Training Videos
- Microsoft Teams Quick Start Guide
- Our Teams FAQ for how Teams is used by our institution – including the Expiration information.
- Use the Naming Convention to name your Teams correctly.
- General Microsoft Team’s help website
- General Microsoft Team’s video training
- Microsoft’s Teams On-Demand Training Videos
- Microsoft Teams Quick Start Guide
- Our Teams FAQ for how Teams is used by our institution.
- Refer to the BOR Teams and O365 Groups FAQ for more information about creating and using Microsoft Teams or O365 Groups.
- Microsoft information on Teams Meetings
- Microsoft information uploading transcripts of Teams Meetings
- BLOG: How schools can ramp up remote learning programs quickly with Microsoft Teams
- DOCS: Get started with Microsoft Teams for remote learning
- MEC Course: Getting Started with Online Learning in Office 365
- Asset: Microsoft Teams for EDU Quick Start Guide
- Asset: Remote Learning Wakelet
- Webinars: Teams EDU Remote Learning Webinars (On-demand & upcoming series)

Help with Campus WiFi
- WiFi and wireless Information
- ConnSCU WiFi Setup
- WiFi Guest Account Form
Self-Help – Training
- Self-Help Training videos from ConnSCU EdTech Training
- Blackboard video tutorials
- Microsoft Teams On-Demand Training Videos
- Kaltura video tutorials
- WebEx video tutorials

More help and Alerts
- 24/7/365 Online Help Desk
- myCommNet Alert Signup – (log into myCommNet first)
- Recommended guidelines for computer specifications

Some links for Employees
- WebEx How-To
- Core-CT
- CSCU Technology Faculty Professional Development Page
- Faculty Training on Remote Teaching
- Protective Enclave Information
- BOR IT Policies
  - CSCU Acceptable Use Policy
  - CSCU Electronic Communication Policy
  - CSCU Information Security Policy

WebEx Guidance:
- WebEx Playlist
- WebEx Support
- How to Lock/Unlock a WebEx meeting
- Change Backgrounds in WebEx
- CSCU IT Support Center – WebEx
  - http://supportcenter.ct.edu/Service/webex.asp
  - http://supportcenter.ct.edu/Service/WebExForAttendees.asp
- CSCU System Ed Tech WebEx Playlist
  - CSCU YouTube Playlist for Educational Technology

Apple Support
- New Apple Accessibility Support
- General Apple Support

Adobe Support
- Install Creative Cloud apps on a new computer
- Direct download of Creative Cloud Desktop App