

NTCC Onboarding Guide

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LoLA

- [What is my LoLA username?](#)
- [How do I reset my LoLA password?](#)

NTCC Email

- [What is my NTCC email?](#)

- [How do I reset my email password?](#)

Duo Mobile Authentication

- [How do I set up my 2-factor authentication?](#)

Services

- [Which account do I use to access which service?](#)
- [How do I get access to Banner/Cognos/Other LCTCS service?](#)

Phone

- [What is my phone number?](#)
- [How do I log into Zoom Phone?](#)

- [How do I change my voicemail/voicemail pin?](#)

Laptop

- [How do I log into my laptop?](#)
- [How do I connect to the VPN?](#)
- [How do I access the shared drive?](#)

Printing

- [What do I need to print?](#)
- [How do I print to the copiers?](#)

Helpdesk

- [How do I use the helpdesk?](#)

WHAT IS OUR IN-HOUSE IT KNOWLEDGEBASE AND HOW DO I USE IT?

- Our knowledgebase (KB) is the location of our in-house how-to guides.
- You will find:
 - Telephone
 - Software downloads
 - M365 app
 - Various other how to guides

Here is the link to the KB: <https://docs.northshorecollege.edu/>

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