

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/>