NTCC Onboarding Guide

NTCC ONBOARDING GUIDE

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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