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

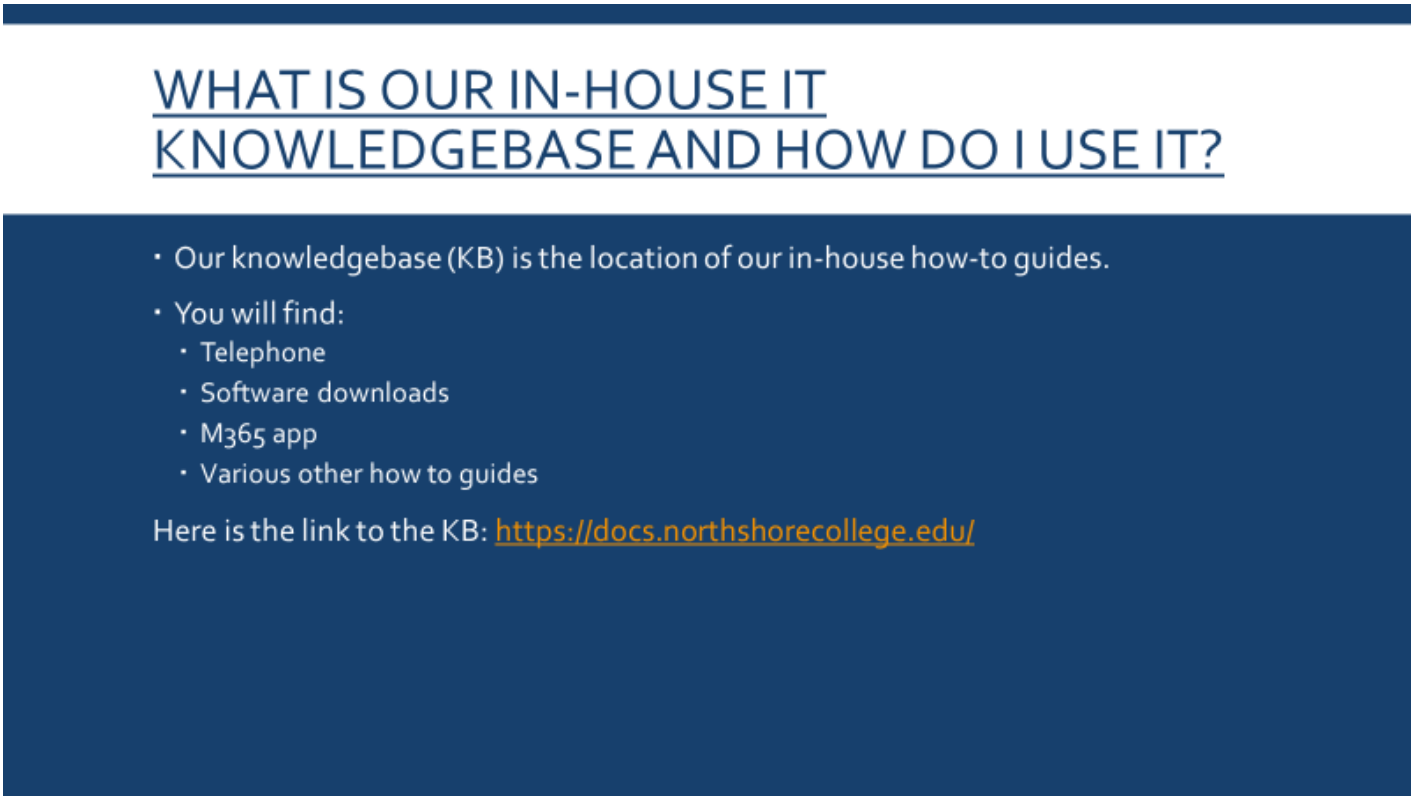
- How do I log into my laptop?
- How do I connect to the VPN?
- How do I access the shared drive?

Printing

- **What do I need to print?**
- **How do I print to the copiers?**

Helpdesk

- **How do I use the helpdesk?**



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