

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/>