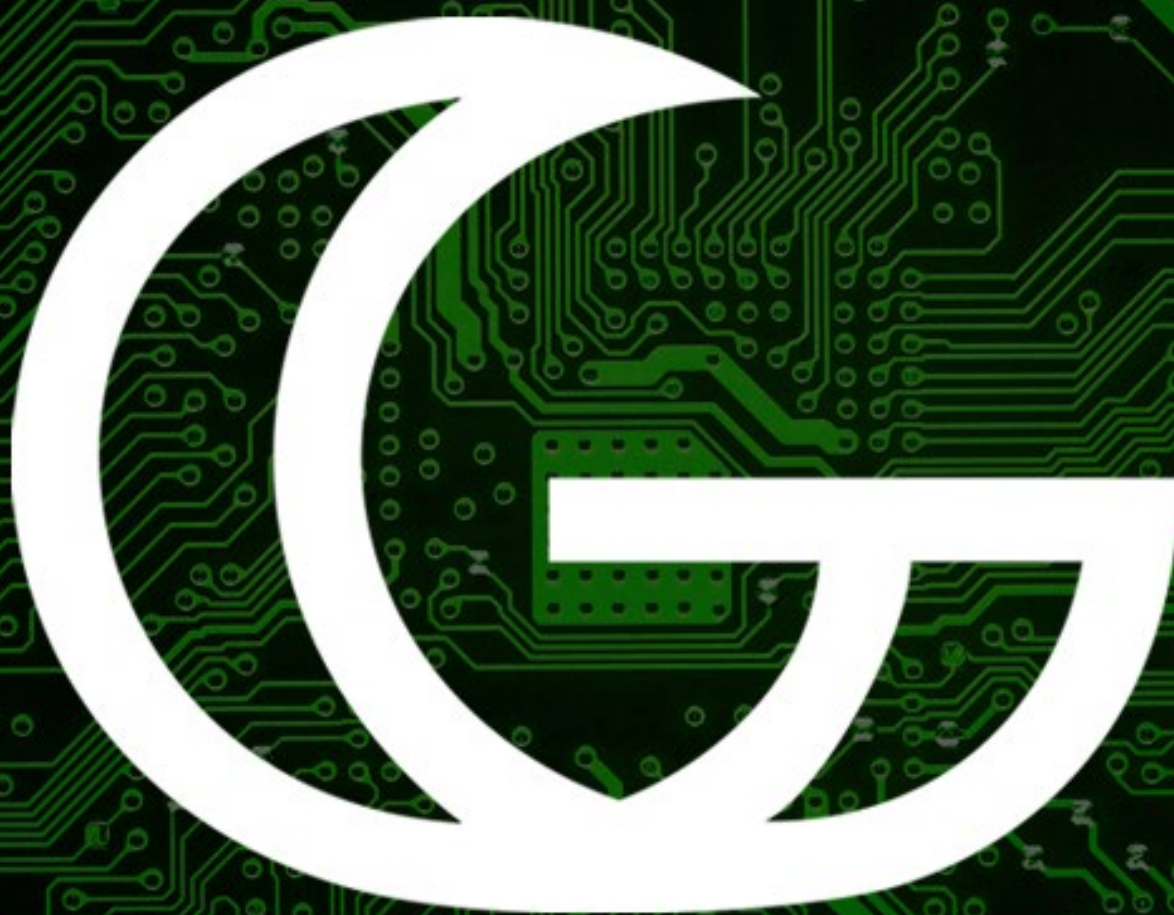


Fall Semester 2021



## Technology Resources for Students



Georgia Gwinnett  
COLLEGE

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Information Technology

# Technology Resources for Students

Fall 2021 Edition

## Table of Contents

Welcome!	2
The Basics	3
Your Banner Account	3
Your GGC Email Address and User Account	3
Multi-Factor Authentication	3
Your GGC Claw Card	4
Wi-Fi: eduroam Wireless Service	4
Accessing Your Online Course Material	4
D2L Brightspace	4
Tools for Learning	5
Web Conferencing Applications	5
Available Software	6
Computers	7
Public Computers	7
Loaner Laptops	7
Information Security	7
Stay Safe Online	7
Illegal Downloading will Cost You	8



## Welcome!

Hello Grizzlies!

This brief guide provides information and access to some of the most-used technology services at Georgia Gwinnett College. If you need assistance with any of the services listed here, contact the GGC Technology Helpdesk.

- Email [helpdesk@ggc.edu](mailto:helpdesk@ggc.edu)
- Phone 678.407.5611
- Visit online at [helpdesk.ggc.edu](https://helpdesk.ggc.edu) (login required)
  - Live chat is available during office hours
- Visit A-1040, walk-in or call for an appointment.

# The Basics

## Your Banner Account

Your Banner account is used to access your secure student information. Your grades, financial aid information, and class schedules are recorded here, and this is where you go to register for classes. It is very important to keep this private information secure.

To set up your Banner account:

<https://helpdesk.ggc.edu/solutions/892723-new-student-logins>

## Your GGC Email Address and User Account

Your GGC email address is used to access almost all online services at GGC. You will need it to access online course material through D2L Brightspace, and to view other vital information.

You should have received your email address during the admissions process.

To access your email:

<http://clawmail.ggc.edu>.

## Multi-Factor Authentication



Multi-factor Authentication (MFA) is now required for all GGC user accounts.

MFA protects your accounts in case someone hacks your password. GGC provides several methods to allow users to provide a second form of identification.

To setup Multi-Factor Authentication, go to <https://mysignins.microsoft.com/security-info>

After your initial MFA setup, you can change the preferred method, phone number, and other details by going to the security info page.

## Your GGC Claw Card

The GGC Claw Card is your official campus ID card. You should always keep it with you when you are on campus.

In addition to being your official college ID, the Claw Card makes it easy to access important school services such as library check-out, residence hall and fitness center entry, and food plan payment. You can also place money on your ClawCard for purchasing items at vending machines and the bookstore.

If you did not get your Claw Card during an orientation session, you can stop by the Claw Card office in room D-1470 to get one. You will need a government-issued photo ID such as a driver's license or passport to prove your identity.

To learn more about your GGC Claw Card:

<https://www.ggc.edu/student-life/student-services/claw-card/>

## Wi-Fi: eduroam Wireless Service

GGC provides wireless connectivity through a service called **eduroam**. **eduroam** is an international wireless roaming service that provides secure internet connectivity at all campuses in the University System of Georgia. **eduroam** also provides Wi-Fi service to hundreds of other colleges, universities, and research facilities in the U.S. and over 100 countries.

**eduroam** is the default option for wireless connectivity at GGC.

To access Wi-Fi through **eduroam**, simply select **eduroam** from your list of available connections. You will be required to enter your GGC email address and password.

## Accessing Your Online Course Material

### D2L Brightspace

D2L Brightspace is the home of most of GGC's online course content. Whether your classes are virtual or in person, instructors use D2L Brightspace as their digital "home base" for class resources.

<https://ggc.view.usg.edu/d2l/home>

You can find a collection of how-to tutorials and guides for students here:

[Brightspace 101 for Students.](#)

# Tools for Learning

## Web Conferencing Applications

GGC offers three options for virtual class meetings. With each, sessions may be recorded. Your instructors will provide information on the tools that will be used in your courses.



### Blackboard (Bb) Collaborate

Blackboard Collaborate (BbC) is a video conferencing tool that integrates with D2L Brightspace. There is no need to download an app. You can participate in BbC sessions using a web browser where Internet access is available.

### Microsoft Teams

Teams is a secure online collaboration tool that provides options to chat, conduct calls, video conference meetings and documentation storage. This includes the ability to share screens or edit files in real time during meetings. GGC authentication is required.

For more information regarding Microsoft Teams, please watch GGC's [Microsoft Teams tutorials and videos](#).

## Zoom

Zoom is a popular collaboration application for conducting virtual classroom meetings. Zoom works well when conducting presentations that include participants that are non-GGC (external) participants. GGC holds an academic license for Zoom. GGC authentication is required for meeting or webinar hosts but not required for participants invited to attend the Zoom meeting or webinar.

For information, see GGC's Zoom site.

<https://ggc-edu.zoom.us/>

## Available Software

GGC provides a selection of free-to-use software for students.

- All students have access to download up to 5 copies of **Microsoft Office** for multiple devices. [Microsoft Office can be downloaded from your Office 365 account.](#)
- **Adobe Creative Cloud** Adobe CC apps, including Illustrator, Photoshop, and Dreamweaver, are available on the GGC campus in computer classrooms and the Info Commons.
- **SPSS** - If you need this software for coursework, please submit a GGC Helpdesk request to activate it.

Additional software may be available. Consult with your instructor or syllabus to determine if software that is used in your course is available for free or reduced cost.

Students who wish to purchase software packages for use on their personal devices may wish to review the offerings from the **USG Technology Store**. Many popular applications can be purchased through the Technology Store at reduced cost.

To access the USG Technology Store:

<https://helpdesk.ggc.edu/solutions/916149-usg-technology-store-software-download.portal>

### Available software includes:

- Microsoft Office
- Adobe Creative Cloud Suite
- Autodesk Design Software
- SPSS Statistics Software
- SAS Accounting Software

## Computers

Public computers are available at several locations across campus, and a small number of laptops are available for check out.

### Public Computers

Primary locations for public computers include:

- Kaufman Library & Learning Center – Building L
- Ground Floor - Building B
- Room A1510 – Building A

### Loaner Laptops

The GGC Technology Helpdesk has a limited number of loaner laptops that will be made available on a first come, first served basis. Please note that if you borrow a laptop, you are responsible for the cost of damages or loss.

To request a laptop:

<https://helpdesk.ggc.edu/solutions/919300-student-loaner-laptop.portal>

## Information Security

GGC works to keep you and your personal information safe.

### Stay Safe Online

#### Log Out

When you are finished visiting a website that requires a password, be sure to log out, especially on a public computer.





## Protect Your Password

GGC will never send you an email asking for your password. Don't share your GGC password with other people.

### Is it Legit?

Before typing your password, check the URL. Is it a legitimate website? If not, do not type your password. When in doubt about a specific email or website, contact the GGC Technology Helpdesk

## Illegal Downloading will Cost You

If you illegally download or distribute copyrighted materials on the GGC network, you could face civil or criminal charges.

GGC responds to copyright holder notifications in accordance with the Digital Millennium Copyright Act (DMCA). Always use options for getting music and videos legally, such as Netflix, Spotify, Pandora, and iTunes.