Information Technology (IT) for Students

Academic Computer Labs
Each campus has an Academic Computer Lab to assist students who need to reset their CCRI password or receive help connecting to the CCRI wireless network. To receive help, you must bring a photo ID to the Academic Computer Lab. Computers and printers are available in the Academic Computer Lab for students to use for research, homework, course registration, etc.

Help Desk Location & Hours
The IT Help Desk provides students, faculty, and staff at The Community College of Rhode Island with a centralized point of contact for computer help, questions concerning IT services and navigating IT @ CCRI. For assistance, call 401-825-1112 or email helpdesk@ccri.edu. Be sure to have your CCRI ID number and User Name available. Should you need to leave a voicemail or prefer to send an email include your CCRI ID number and User Name.

Walk-in service is available at the Knight Campus only Monday through Friday from 8am – 4pm in Suite 2113. A photo ID is required to receive assistance.
Finding IT for Students on www.ccri.edu, click on the **New Students** tab. In the center of the page under Getting Started click on **IT for students**.

### IT For Students

- Blackboard Documentation
- Browsers that work with MyCCRI
- CCRI - RAVE Emergency Alerts
- Computer Labs
- Email
- Faculty Websites
- Frequently Asked Questions
- Help Desk
- **Knight Account**
  - What is the Knight Account?
  - Self-Service Password Management System
- Microsoft Office 365
- Mobile Apps
- Mobile Devices
- MyCCRI Documentation
- MyCCRI Station Location
- Policies
- Print Management
- PrinterOn Mobile Printing Service
- Rave Emergency Alerts
- System Status
- Wireless Computing
Finding your CCRI Username

Scroll to the bottom of the IT for Students page and click on Find your username
Knight Account Username Lookup

This account will be used to login to MyCCRI, Blackboard, lab & library computers, and to gain access to print management and wireless services.

CCRI ID Number: ****** No Dashes (Use your 8-digit CCRI ID or your 9-digit SSN)
Your Birth Date [MM]/[DD]/[YYYY]: ______/____/____ If your birth date was January 2, 1991, you would enter 01/02/1991

Lookup  Clear

Release: 8.2
Write this information in your NSO Guide or take a photograph of this page using your cell phone!
Changing Your Password

When you were accepted into CCRI, you were assigned a MyCCRI username and default password. Keep this information in a safe place.

For security reasons, we strongly suggest you change your default password. Your default password is usually the first three letters of your MyCCRI username _ (underscore) and the last four digits of your CCRI ID number. For example:

Your username: nstudent
Your CCRI ID#: 91234567
Default password: nst_4567

Reset your default password!
You may change your network login password here.

Your password must be between 8 to 20 characters. Choose a combination of letters, numbers, or symbols to create a unique password that’s unrelated to your personal information. Or, select a random word or phrase, and insert letters and numbers in the beginning, middle, and end to make it extra difficult to guess (such as "S0n9B1rd$").

Domain: campus
User Name: nstudent
Current Password: ********
New Password: ********
Reconfirm Password: ********
Managing Your Password Security

Enrolling in SMOP enables you to retrieve and reset your password without having to visit or call the helpdesk.

Use this site to manage your password for E-mail, Blackboard, Network Storage, WebServices, VPN and campus computer logins.

- If you would like to change your password, click Change Password.
- If you have forgotten your password, click Reset Forgotten Password.
- If this is your first time here, click Enroll to begin the enrollment process.
- If you would like to update your security questions/answers, click Update Enrollment.
Please provide login information.

User Name: nstudent
Password: ********
Domain: campus

Login  Cancel
Update Enrollment

You may update/change the answers to your enrollment questions.

You must answer a minimum of 2 questions. If available, you may answer more questions to make your enrollment more secure.

Your answers are case sensitive.

What is your mother's maiden name?

What is the high school that you attended?

Update  Reset
Using MyCCRI To:

Go to CCRI’s homepage www.ccri.edu and scroll to the bottom of the page to sign into MyCCRI to complete the following tasks

1. Update Your Address & Phone Numbers
2. Receive RAVE Alerts on Your Cell Phone
3. Signing Into CCRI Email & Setting the Time Zone
4. Forwarding CCRI Email to Another Account
5. Installing MS Office 365
Updating Your Address & Phone Numbers & RAVE Notifications

It is important to check that your cell phone is linked to the emergency notification system, RAVE, so that you will receive emergency notifications on your cell phone, as well as email.

Click on the Primary or Cellular link to open the edit page to correct or add information.
Your phone number(s) will be listed at the bottom of your address when you are

**Addresses and Phones**

<table>
<thead>
<tr>
<th>Permanent</th>
<th>Phones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current: Jun 03, 2013 to (No end date)</td>
<td><strong>Primary:</strong> 401-222-2222</td>
</tr>
<tr>
<td>28 Granite Avenue</td>
<td></td>
</tr>
<tr>
<td>Anytown, RI 02299</td>
<td><strong>Cellular or Mobile:</strong> 401-444-4444</td>
</tr>
<tr>
<td></td>
<td><strong>Emergency Contact:</strong> 401-121-1212</td>
</tr>
</tbody>
</table>

[ View Address(es) and Phone(s) ]

**RELEASE: 8.4**

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Review your address and telephone numbers for accuracy.

Update the Cellular or Mobile telephone numbers to receive RAVE notifications on your cell phone.

I understand a change of address may affect tuition rates. I also understand that misrepresentation concerning residency is grounds for immediate dismissal from the college but I will remain liable for all tuition and fees.

Residency Policy

By submitting this form I agree to the above terms and conditions.
CCRI E-mail is the official means of communication between the College and students.

You should check your CCRI email DAILY.

Your CCRI email is your username@my.ccri.edu.
Sign In

Authentication
Sign-in with your CCRI user name and password.

Type your user name and password.

User name: [Enter user name]
Example: Domain\username

Password: [Enter password]

Sign In
First Time Signing Into Your CCRI Email?

If this is your first time signing into your CCRI email, you are required to set the time to Eastern Standard Time. Click the drop box, scroll down the list slowly until you locate the correct time zone.
How to Forward Your CCRI Email to Another Account

Locate and click on the gear (top right corner of web page)
Under Settings, scroll down the list and click Mail. Under Options (left side of web page) scroll down the list and click Forwarding.
Forwarding

Start forwarding
Forward my email to: iamamazing@gmail.com
Keep a copy of forwarded messages
Stop forwarding
Installing Microsoft Office 365

MS Office 365 offers students Outlook email and access to the Office Web apps for creating and editing documents, spreadsheets, and presentations online.

OneDrive allows students to save and access their files from any computer with an Internet connection. While using Office Web Apps, files are automatically saved to your OneDrive.

To access the Office web apps, login to your O365 email account. You can either use Office 365 apps through the web browser or install them onto a computer. To install them, log into your E-mail, you will see the Microsoft Office for free box located on the right hand side. Click on Install now.
Complete the NSO Survey

Thank you for your participation in CCRI’s New Student Orientation. Go to www.ccri.edu/success and click on New Student Orientation to reach the survey link. The survey only takes a few minutes to complete. We value your feedback on your experience today.

Please stop by the Student Success Center during your first semester to introduce yourself and to learn about programs and services that you may find helpful as you complete your degree at CCRI.