**Cuyahoga Community College**

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### What software is available for installation on my computer?

The "Tri-C Resources" folder includes a shortcut called "Run Advertised Programs". When launched, it will display a list of available software that has been pre-packaged to install once initiated. The Resources folder is located on your computer's desktop, or under the Start Menu/All Programs. For software not on the list, including your own department purchased programs, complete the online "Software Installation Request" form. Go to the My Work Tools tab > Getting It Done > Forms > Information Tech. Services. Or click here to navigate directly to the form

### Why can't I install my own software on my computer?

In an effort to provide a stable and secure working environment, the College provides a standard image to all administrative users. This image includes the core applications that are needed to conduct business within the College. This standardized image increases the manageability, licensing of software, and support of workstations thereby reducing cost. All applications and application updates are thoroughly tested to make sure that all core applications function as intended for all users of the workstation when needed.

### What is the difference between an academic and an administrative computer?

Computers are configured with a current standard operating system, applications, and settings. The process for installing all of this is called "imaging."
- An *Academic imaged computer* allows students to login using their Snumber ID and password and have access to all the applications they need for classes.
- An *Administrative imaged computer* allows Faculty/Staff to login using their Network account and have access to all the applications they need to perform their jobs.

### Why does my computer time out?

If you are trying to download or upload a file, the computer may time out due to:

- The internet connection is lost.
- The server connection is lost or interrupted. This may not be a problem with your computer or your internet connection, but a problem with the other server or the connections in-between.

- The connection times out. Servers that are set up to receive files typically have a service that monitors the amount of data being transferred. This is measured against a preset threshold per second. If a file is being sent at or received below the server's threshold, the server will time out because it is taking too long. This could be because the server is overloaded, your internet connection is slow, or the internet is just slow.

Individual applications may also have a set time period where they will close their connection if there is no activity.

**Should I power down my PC at the end of the day?**

No. Administrative computers will fall into a Sleep state following 60 minutes of activity. Do the following if you will be...

- Away from your computer temporarily: **Ctrl-Alt_Del** then **Enter** to secure the workstation.
- Away from your computer for the night or longer:

> - Click **Start** and then **Log off**
> *or*
> **- Ctrl-Alt-Del** then **Log Off**

More information.

**I need to get some computer hardware for a new staff member. Where can I find out what types of equipment is available to order?**

Review the ITS Supported Computer Hardware webpage. It lists desktop computers, laptops, and peripherals like keyboards and monitors. To access, go to *my Tri-C space* > My Work Life tab > Technology > Supported Computer Hardware. Or, click here to navigate directly to the page. (This page can only be viewed from inside the college.)

**How do I order technology equipment?**

1. Complete an EGS Technology Request form.

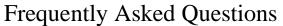2. If the request is approved, enter a Requisition in My Tri-C Buy.

For additional information, go to the ITS Supported Computer Hardware webpage at *my Tri-C space >*
*My Work Life tab > Technology channel > Supported Computer Hardware*. Or, click here to navigate
directly to the page. (This page can only be viewed from inside the college.)

### Who do I call if I am having a problem with a computer?

That depends on whether it's an administrative computer (employees login using their network
account and have access to their applications or an academic computer (students login using their
Snumber and password and have access to applications needed for their classes), and where it's
located.
For administrative computers, call the Help Desk at ext. 4357.
For academic computers:

| Location | Who to Contact | Extension |
|---|---|---|
| Advanced Technology Classroom (ATC) | Phone Number on desk or cart | |
| Corporate College | Corporate College front desk | |

Kiosks:                                          Enrollment Center or Student Ambassador:

| Location | Who to Contact | Extension |
|---|---|---|
| Eastern Campus | | 2214 |
| Metro Campus | | 3283 |
| Western Campus | | 5071 |
| Westshore Campus | | 5294 |

Learning Commons (LC):                           Learning Commons Control Desk:

| Location | Who to Contact | Extension |
|---|---|---|
| Brunswick Campus | | 3877 |
| Corporate College West | | 5888 |
| Eastern Campus | | 2067 |

**Information Technology Services**
**Desktop Services – Information**
Frequently Asked Questions

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| Metro Campus | | 3679 |
|---|---|---|
| Western Campus | | 5596 |
| Westshore Campus | | 3888 |

The person responding to your call will need to know the specific problem (error message, etc.) and the computer's asset tag number. This is found on a white label on the PC—it's the 5 digit number underneath the barcode.

return to top

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