

# **Student Guide to Educational Technology @ Douglas College**

2011/2012

Centre for Educational and  
Information Technology





# CONTENTS

<b>About this Guide.....</b>	<b>iii</b>	<b>Your Student Card .....</b>	<b>6</b>
<b>Login Quick Reference .....</b>	<b>iii</b>	How to Get a Student Card?	
Novell		Your Student Card and Your U-Pass	
Registrar's Office		Are You a Returning Student?	
myDouglas		Lost Your Card?	
Blackboard		<b>Douglas College Computer Labs .....</b>	<b>7</b>
<b>The College Network .....</b>	<b>1</b>	College Technology Policies	
Your Novell Account		General Lab Procedures and Guidelines	
Setting up your Novell Account		Lab Locations	
Username		Lab Hours	
Password		Lab Availability	
Logging into the Network		Saving Files	
Forgotten/Expired Passwords		<b>Printing Limits at Douglas College ...</b>	<b>8</b>
Internet Access		Cancelling a Print Job	
<b>myDouglas .....</b>	<b>2</b>	Tips to Reduce Printing	
User ID		Paying for Printing	
PIN		<b>Help Desk .....</b>	<b>9</b>
How to Log in to myDouglas		When to Contact Help Desk	
Logging out of myDouglas		Information You Need to Have Handy	
Forgotten PINs		How to Contact the Help Desk	
Email Accounts		Hours of Operation	
Your Course List			
<b>Blackboard .....</b>	<b>3</b>		
Logging Out of Blackboard			
Blackboard Mail			
Does Blackboard Support your			
Web Browser?			
Web Browser Troubleshooting			
Blackboard and Pop-up Blockers			
Working with Java			
Blackboard Online Tutorial			
<b>Laptops on Campus .....</b>	<b>4</b>		
Wireless Troubleshooting			

Produced by the Centre for Educational and  
Information Technology

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Printed August 2010, December 2010, July 2011

# The Centre for Educational and Information Technology (CEIT)

The Centre for Educational and Information Technology (CEIT) supports all educational technology used at Douglas College, including computers and printers, application software, and network services.

If you can't find the information you need in this guide, or if you have questions about our services, please contact our Help Desk.

## Help Desk email:

[helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca)

## Help Desk phone number:

604.527.5330.

## About this Guide

*The Student Guide to Educational Technology@ Douglas College* is a brief outline of educational technology services available to you at Douglas College. This guide includes important information about computing, network and instructional services, and assistance for technology-related problems.

Since technology is always changing, we encourage you to use the CEIT website [www.douglas.bc.ca/ceit/student-services.html](http://www.douglas.bc.ca/ceit/student-services.html) for up-to-date and detailed information.

## Login Quick Reference

### Novell

**Username:** s + your 9-digit student number (sNNNNNNNNN)

**Password:** Student created

### Registrar's Office

**User ID:** your nine-digit student number (NNNNNNNNN)

**PIN:** Date of birth (DDMMYY).

### myDouglas

**User ID:** your nine-digit student number (NNNNNNNNN)

**PIN:** Date of birth (DDMMYY)

### Blackboard

- Log in to myDouglas.
- Click on the **My Courses** tab.
- Select a course from your course list.

### Track Service Alerts on Twitter

[www.twitter.com/CEITAlerts](http://www.twitter.com/CEITAlerts)

### Delicious

See what we've bookmarked

[www.delicious.com/ceitdouglascollege](http://www.delicious.com/ceitdouglascollege)



# ACCOUNT MANAGEMENT

## The College Network

### Your Novell Account

To use the College network, printing, and Internet resources while on campus, you need to have a Novell account. In order to qualify for a Novell account, you must have the following:

- Valid College registration (paid fees and no library fines)
- Your nine-digit student identification number
- Your Personal Identification Number (PIN).

### Setting Up your Novell Account

You can use one of the computer labs at the College to set-up your Novell account.

To set-up a Novell account:

1. Turn on the computer, if it is not already on. You will see the Novell Client for Windows on your screen.
2. In the Username field, type **student**.
3. In the Password field, type **student**.
4. Click **OK**. The Novell Account Maintenance Web page opens.
5. Double-click the link **New Student? Create a Novell Account**.
6. Type your **student number** in the **Student Number** field.
7. Type your birth date in the **Date of Birth** field (yyyymmdd).
8. Click **Submit Request**.  
A window opens, confirming that your account has been created. You will receive an error message if the information you entered is incorrect or if your account already exists.
9. You will be prompted to create a password (which should not be your birthdate).
10. Press **Ctrl+Alt+Del** on the keyboard. The Novell Client for Windows window appears.
11. Click **Logout**.

### Username

Your username is s + your student number (sNNNNNNNNNN).

### Password

The first time you access the Novell network, type in the password you created. See instructions: *Setting up your Novell Account*.

### Logging into the Network

To log into Novell, do the following:

1. Type **s + your nine-digit student number** (sNNNNNNNNNN) into the **Username** field. The 's' is not case sensitive.
2. Type your **password** into the **Password** field.
3. Click **OK**.  
**Note:** You will need to change your password once a semester. A pop-up window will appear when you have to do this. You cannot reuse old passwords.

### Forgotten/Expired Passwords

1. Go to <https://maint.douglas.bc.ca:4445>
2. Click the link **Change/Reset your Novell Account**.
3. Type your nine-digit student number in the **Student Number** field.
4. Type your birth date in the **Date of Birth** field (yyyymmdd) to reset it.
5. Click **Submit Request**.

### Internet Access

You need your Novell username and password to access the Internet. When you're on the Internet, you will be required to re-enter your Novell password from time to time.

# myDouglas

myDouglas is a Web-based portal that allows you to communicate with the College, instructors, and students. A variety of communication and scheduling functions keep you abreast of what's going on in your classes, at school, and around the world. Some of your instructors will also use this environment for communications.

Learn more about myDouglas by downloading the guide, *Quick Start Student Guide to myDouglas*. You can find the guide on the on the CEIT website [www.douglas.bc.ca/ceit/student-services/mydouglas.html](http://www.douglas.bc.ca/ceit/student-services/mydouglas.html)

## User ID

Your user identification number is your student number.

## PIN

Your personal identification number is the PIN you used for registration. The default is your birth date (DDMMYY).

## How to Log in to myDouglas

To log in to myDouglas:

1. Go to the myDouglas Web page.  
<http://mydouglas.ca>.
2. Type your nine-digit student number into the **User ID** field.
3. Type your Personal Identification number in the **PIN** field.
4. Click **Login**.

## Logging out of myDouglas

- Click the Logout icon on the top right-hand corner of the myDouglas window.

Always remember to log out of myDouglas to ensure that no one can access your account.

You will be denied access if you try to log in to myDouglas on more than one computer. You can only have one active login at a time.

## Forgotten PINs

Forgot your PIN? Don't panic. Go to [www.douglas.bc.ca/application-services.html](http://www.douglas.bc.ca/application-services.html) and follow the steps below.

1. Click the link **Register for credit courses**.
2. Type your nine-digit student number into the **User ID** field.
3. Click **Forgot PIN?/Change PIN?**

4. Answer your security question.  
**Note:** If you haven't created a security question, visit the CEIT office in room 6218 at the New Westminster campus or call the Help Desk at 604.527.5330 to have your account reset.
5. Click **Submit Answer**.
6. When prompted, type your new PIN.

## Email Accounts

Every Douglas College student has a myDouglas email account. All students can keep their email account after graduation. Just use your account to keep it active.

You can find your email address on the top right-hand side of the email channel in myDouglas. It will have the extension [@portal.douglas.bc.ca](mailto:portal.douglas.bc.ca). Your email address may also include numbers.

## Emailing Your Instructors

Some instructors like to use myDouglas to send and receive email. Ask your instructors how they wish to be contacted.

## Your Course List

Your course list outlines all the courses you are registered in. Your courses may be either in the myDouglas or Blackboard environment, depending on the instructor's preference. (See below.)

To view your course list:

1. Log in to myDouglas.
2. Click the **My Courses** tab.
3. On the My Courses channel, click the **Click here to:** link on the left-hand side of the channel.
4. Select the course you would like to access.

## Password Tip # 1

Passwords are case sensitive and should be composed of a minimum of six (6) characters. These can be letters (a, b, c), numbers (1, 2, 3), symbols (@, #, %) or a combination (a3P5@) of all three. A combination of letters, numbers, and symbols is preferable. Keep in mind, passwords must be changed every three to four months, and they are not reusable.

# Blackboard

Blackboard is a learning management system that allows faculty to create online learning environments for their courses. As a student enrolled in a Blackboard class, you'll have access to materials uploaded by your instructor, including course outline, quizzes, assignments, and other documentation. Blackboard has features such as discussion boards, chat rooms, and email facilities to support your learning.

## Logging into Blackboard

Douglas College has adopted a single login system that allows you to access Blackboard courses through myDouglas.

To access your Blackboard courses:

1. Log into myDouglas. (See page 2).
2. In myDouglas, click the **My Courses** tab to view your courses.
3. Select a course from your course list. If the course is being taught with Blackboard, a Blackboard browser window will open.

## Viewing your Blackboard Course

To view your course list:

1. Click on the **My Courses** tab.
2. In the My Courses channel, click the **Click here to:** link. A new page will open with a list of your courses.
3. Click on your course link. A browser window opens. You have logged into Blackboard.

## Logging Out of Blackboard

To log out of Blackboard, click the **Log Out** link located on the menu bar at the top right of the Blackboard page.

**Important:** Remember to close all browser windows, including the myDouglas window. Failing to do this may result in you being locked out of Blackboard for up to two hours.

## Blackboard Mail

Blackboard email only works in the Blackboard environment. It's an internal tool that allows you to email your instructor and students in your Blackboard course.

Ask your instructors if they will be checking their Blackboard email before you send messages.

## Does Blackboard Support your Web Browser?

The ideal Web browser to use at Douglas College is Internet Explorer version 7. If your current browser is not Internet Explorer, you can validate it using MyBlackboard. Validation examines your browser for compatibility with Blackboard software.

To check if you are using a valid Web browser:

1. Log into Blackboard. (See "Logging into Blackboard" on this page.)
2. Click the **My Blackboard** link at the top of the Web page.
3. Then, click the **Check Browser** link on the top right. A new window opens identifying whether or not your browser is compatible with Blackboard.

## Web Browser Troubleshooting

### On Campus

If you are on campus and are having difficulty, contact the Help Desk, [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca).

### Off Campus

If you've checked your browser or you cannot use the Check Browser function in Blackboard, you may want to "tune up" your browser at the Blackboard website, [www2.blackboard.com/tuneup](http://www2.blackboard.com/tuneup).

## Blackboard and Pop-up Blockers

Pop-up blockers work to keep annoying advertising messages from popping up on your screen while you are on the World Wide Web, but they also prevent Blackboard's discussion, email, file, and quiz functions from opening in a new browser window.

You will find an updated list of programs that include pop-up blocking functions on the CEIT website at: [www.douglascollege.ca/ceit/student-services/blackboard/troubleshooting/managing-pop-ups.html](http://www.douglascollege.ca/ceit/student-services/blackboard/troubleshooting/managing-pop-ups.html)

Or, type keyword phrase **Student Blackboard Troubleshooting** in the CEIT search field.

**Tip:** Press and hold the CTRL key when you click on a link. You will over-ride your pop-up blocker function.

*Blackboard continues on page 4.*

Access  
Blackboard directly with this URL.  
<http://webct6.douglas.bc.ca>

## Working with Java

Depending on the version of Java installed on your computer, you may experience some difficulties with certain Blackboard functions. Please go to [www.douglas.bc.ca/ceit/student-services/blackboard/troubleshooting/java-issues.html](http://www.douglas.bc.ca/ceit/student-services/blackboard/troubleshooting/java-issues.html) or search for keyword phrase **Student Java Issues** for an updated list of issues and solutions, as well as instructions for determining which version of Java you are using.

## Blackboard Online Tutorial

Students in Blackboard courses have access to a self-pace tutorial that provides instruction on how to use the Blackboard interface and tools.

To access the online tutorial, visit <http://webct.sfu.ca>.

Use the username, **bccampusstudent**, and the password, **98577**.

## Laptops on Campus

Over ninety percent of the teaching spaces and common areas at Douglas College are served by a wireless (Wi-Fi) signal.

If an area has poor wireless service, notify the Help Desk. Call 604.527.5330 or email [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca).

To connect to the Internet with a laptop:

1. Open Internet Explorer. A Security Alert window opens.
2. Click **OK**. The Wireless Network Login window opens.
3. Type your Douglas College Novell username and password in the appropriate fields.
4. Click **Logon**.
5. Internet Explorer opens, and your computer is connected to the Internet.

## Wireless Troubleshooting

### For all computers:

Many laptops have a physical switch to turn on wireless networking. Ensure your switch is “on.”

Your computer must be set to obtain configuration information from our server — a TCP/IP address with Dynamic Host Configuration Protocol (DHCP). Check your computer’s TCP/IP configuration to see if it is set to DHCP.

If you have a different setting, to access your home network, for example, you must change it. If you are not sure what this means, check with the individual who set up your computer for wireless networking.

### For Windows XP:

1. Right-click on the wireless icon on the right side of the Notification area. A dialog box appears.
2. Select **View Available Wireless Networks**. The Wireless Network Connection window opens.
3. Select **DouglasCollege**, and click **Connect**. Your laptop should now be connected to the Internet.

If you followed the steps above, and your system is still not working, you still may be able to solve the problem. We have included these advanced steps for users who are willing to try some more technical solutions.

**Important:** These fixes may change your networking setup dramatically. In some cases, other networks you connect to may no longer work because of these changes.

### For Windows Vista

1. Click the Start button to connect to the wireless network.
2. Click Connect to.
3. You should see a list of available wireless networks. Select the network named DouglasWireless. Then click the Connect button.

Windows may warn you that the network is unsecured. This is normal. If Windows prompts you to select Public or Private network. It is recommended that you select Public. If Windows prompts you to save these settings, it is recommended that you do so.

4. Open your Web browser. You should be redirected to the Douglas College Wireless Network login page. See above.

## For Mac OS X

In the upper right corner of your menu bar, click the Airport icon. Select DouglasWireless.

### Other Devices and Operating Systems

We cannot provide specific instructions or support for all devices, and CEIT cannot guarantee your computer or device will work on our network. However, most standards-compliant WiFi devices with Web browsers can be made to work. Consult your device's documentation for more information.

## DHCP Settings in Windows XP

1. In the Start menu, select **Settings** and then **Network Connections**. A window showing your network connections will open.
2. Right-click your Wireless network connection, and select **Properties**. You will see a list labeled "This connection uses the following item."
3. Find **Internet Protocol (TCP/IP)** in the list. Highlight it, and click the **Properties** button.
4. On the General tab, select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Click **Ok**.
5. In the Connection Properties window, click **Ok**.

If the connection still does not work, you may need to try the following:

1. In the Start menu, click **Run...**
2. Type **cmd**, and click **Ok**. The command-line window opens.
3. At the C:\> prompt, type **ipconfig/release all**, and press **Enter** on your keyboard.
4. At the next C:\> prompt, type **ipconfig/renew all**, and press **Enter** again.

This should reset your network connection. You can now close the command-line window. Open your Web browser to check the connection.

## Networking settings in Windows Vista

Vista has a fairly effective Network Diagnostics tool built in, and we recommend using it. The following Microsoft article describes this tool in detail:

<http://windows.microsoft.com/en-US/windows-vista/The-doctor-is-in-Using-Network-Diagnostics-in-Windows-Vista>.

However, you can quickly start the repair tool by right-clicking on the networking icon in the Navigation area (lower right corner of your window). Select Diagnose and repair.

## Windows XP & Vista: Reset the TCP/IP Stack

In both versions of Windows, you may be able to resolve some problems by resetting your network stack. You will need to restart your computer after doing this. We recommend you read this article first:

<http://support.microsoft.com/?kbid=299357>.

1. To reset your TCP/IP stack, open a cmd window. (See above for how to do that in WP and Vista.)
2. Type the following command:  
**netsh int ip reset c:\resetlog.txt** in the text box.
3. Restart your computer after the command runs.

## Network Troubleshooting for Mac OS X

Mac OS X 10.3 and newer systems have a built-in network troubleshooting system. To access it, go to the Apple menu, and select **System Preferences**.

Select the **Network** preference panel, and click the **Assist me...** button. The system will now walk you through network troubleshooting steps.

Douglas College provides wireless network access, but cannot provide specific instructions or support for all devices. CEIT cannot guarantee your computer or device will work on the College network. If you have questions about this policy, or if you need help with your College-provided device, please contact the CEIT Help Desk, 604.527.5330

## Password Tip # 2

### Use creativity.

Password cracking tools can recognize words found in English or foreign dictionaries. Creativity is the key to creating a reliable password.

## ADDITIONAL RESOURCES

### Your Student Card

Your Student Card is your official Douglas College identification. To receive a student card, you must be a registered student, and you must be taking classes in the current semester.

When will you use a student card?

- To obtain your monthly U-Pass from the dispensing machines.
- You may be required to show your student card in the computer labs.
- You must present your student card to receive help in CEIT offices.
- You may be required to show your student card to write exams or pick up confidential information from the Registrar's Office.
- Your student card is also your Library card and your parking lot identification.

#### U-Pass BC

- You will need your student ID card before you can obtain your U-Pass.
- CEIT is not responsible for U-Pass distribution.
- If you have problems obtaining your U-Pass,
- please contact the Financial Information Office at [upassbc@douglascollege.ca](mailto:upassbc@douglascollege.ca)

#### Library Card

- With your Student Card, you have Douglas College Library privileges on and off campus.

#### Parking Lot Identification

- Students park in the underground parking lot for half price with a valid student card.

#### How to get a Student Card

At the beginning of the semester, keep your eyes open for signs around campus that will direct you to an ID production area at the New Westminster or David Lam Campus.

During the semester, students can obtain a student card in room 3100 at the New Westminster campus and in room B1250 at the David Lam campus. After 4:30 pm, student cards are available in room 6218 in New Westminster.

Please check the CEIT website for specific times.

#### Valid Government-issued ID

You must bring valid government-issued picture identification when requesting your identification card. Valid government-issued picture identification includes:

- Driver's licence
- Passport
- BC Government Identification card
- Canada Permanent Resident card
- INAC CIS card
- Immigration card
- Other valid government-issued picture identification must be in English.

**Important!** The name that appears on the government-issued picture identification must match the name that appears in the Douglas College registration system.

Government issued picture ID must be valid. Expired ID is not acceptable. Photocopies of ID are also not acceptable.

#### Are you a Returning Student?

Bring your student card to the Library to receive a semester validation decal.

#### Lost Your Card?

Request a new one. Go to room 3100 at the New Westminster campus or room B1250 at the David Lam campus. After 4:30 pm at the New Westminster campus, you can receive a student card in room 6218. In some instances, a nominal fee will be charged for replacement cards.

### Password Tip # 3

**Don't use passwords that someone can easily connect to you.**

For example, if you like hockey, do not use the name of your favourite hockey team. Don't use your name or the names of family, friends, or pets.

# Douglas College Computer Labs

Computer labs are available to all Douglas College students with valid registration and identification.

## College Technology Policies

As a student, there are two college policies you must familiarize yourself with and abide by, and they are A20.01.03 Use of College Resources Policy, and A20.01.05 Computer Use Policy. In the aforementioned, please take special note of Appendix A: Guidelines for E-mail and Internet Usage.

## General Lab Procedures and Guidelines

- Please have your student identification card handy when you're in the labs.
- Be considerate. Other students are working in the labs too.
- Please do not eat or drink in the labs.
- Do not play computer games in the labs.
- Respect copyrighted materials (such as software, music, videos, web content, student assignments). The unauthorized copying of material is not acceptable or condoned. The copying of another's intellectual work without explicit permission is illegal.

## Lab Locations

### New Westminster Campus

There are nine (9) computer labs at the New Westminster campus, located on the 5th and 6th floors of the North Building.

On the fifth floor, computer labs are in rooms 5105, 5107, 5109, and 5111.

On the sixth floor, computer labs are in rooms 6105, 6107, 6109, 6111, and 6212.

Room 6212 is an open lab. It is always available for students to use during lab operating hours.

### David Lam Campus

There are seven (7) computer labs at the David Lam Campus, located on the second level in rooms A2030, A2110, A2130 and A2270, B2190, D2010, and D2012.

Room A2030 is an open lab. It is always available for students to use during lab operating hours.

## Lab Hours

The lab hours for New Westminster and David Lam campuses are as follows:

### New Westminster

- Monday to Friday: 7am to 10pm
- Saturday: 7am to 7pm
- Sunday/Holidays: 7am to 7pm

### David Lam

- Monday to Thursday: 7:30am to 10pm
- Friday: 7:30am to 5:30pm
- Saturday: 8am to 4:30pm
- Sunday: Closed

## Lab Availability

Student Labs at Douglas College are frequently used for instruction. You are free to use them if they are not booked for a class. Generally, labs will be available in two-hour blocks.

Room 6212 at New Westminster and room A2030 at David Lam are open labs. Classes are not scheduled in these rooms.

## Saving Files

You cannot save your work on the computers in the labs. We recommend that you use a USB flash drive. Alternatively, you can attach files to an email message and send them to your personal email account.

To learn how to use a USB flash drive, visit [www.douglas.bc.ca/ceit/student-services/resources/student-guides.html](http://www.douglas.bc.ca/ceit/student-services/resources/student-guides.html).

## Password Tip # 4

### Don't share your password.

Although this sounds pretty obvious, it doesn't hurt to have a reminder. Your password belongs to you. You are the only person who should be accessing your password-protected accounts.

# Printing Limits at Douglas College

As a student at the College, you are allowed to print 300 pages free of charge each semester. At the beginning of each semester, your page allotment will be reset to 300 pages.

## Did you know?

Many post-secondary institutions in the lower mainland require students to pay for printing. Douglas College is one of the few institutions that still provides free printing.

## Cancelling a Print Job

Preview your work before you print it. Don't waste your 300-page printing limit on a bad print job. If you've clicked the print button and have regrets, cancel your print job by following the procedure below.

To cancel a print job:

4. On the desktop, click the **Start** button.
5. Select **Settings**.
6. Select **Printers and Faxes**.
7. Click the printer you are using. (Usually only one printer is shown.)
8. Click the print job.
9. Press the Del key on the keyboard.
10. Click **Yes** when the dialog box asks you to confirm the cancellation of the print job.

**Note:** It will take a few moments to delete your print job from the print queue.

## Protecting your pages

Protect your page allotment.

- Log off of computers when you're finished.
- Don't share your Novell password with anyone.

## Tips to Reduce Printing

Instructors are looking for ways to reduce the amount of pages students are required to print for their courses. Some faculty are accepting assignments online. In the meantime, here's some ways you can save pages and limit the number of bad print jobs.

- View information on the screen rather than printing.

- Use the Print Preview feature to see what your print job looks like. Perhaps you can print fewer pages or adjust the document format before you print.
- Pay attention to how many pages will print. Most applications allow you to select which pages you want to print.

**Tip:** Remember to always recycle your pages. Recycle boxes are located next to every printer.

## Paying for Printing

Have you used your 300-page allotment before the semester is over? A GoPrint pay station is available in the Library, room 6212 at the New Westminster campus, and room A2030 at the David Lam campus.

The cost is 10 cents per page. Detailed instructions are available in the computer rooms and in the Library.

The Library also has a colour printer. The cost for colour printing is \$0.50.

# Help Desk

The CEIT Help Desk is comprised of a team of skilled technicians who resolve problems for students and employees having difficulty with College-owned technology.

## When to Contact Help Desk

If after reading this guide, you still need assistance, contact or visit the Help Desk staff. They can help you with the following:

- Computer lab hardware and software issues.
- Lab printer problems and printer supplies.
- Software problems.
- Password/PIN resets.
- Novell login issues.
- Blackboard login issues.
- myDouglas login issues.
- Wireless Internet connections.
- Student ID cards.

## Information You Need to Have Handy

Please provide the Help Desk staff with the following information (if applicable):

- Your name (as registered at the College).
- Your Student ID number.
- The name of your Blackboard or myDouglas course(s).
- Your instructor's name.
- Problem details.
- Error messages as they appear.

## How to Contact the Help Desk by Phone

Direct-dial telephones are located outside room 6218, in the Library at the Reference Desk (both campuses), and in rooms 3100 at the New Westminster Campus and B1250 at the David Lam Campus.

If you are calling from your cell, dial 604.527.5330.

When leaving a voice mail message for the Help Desk staff, please speak clearly, and provide the following information (if applicable):

- Your name.
- The location of the problem.
- The computer ID number. This number is located on a green sticker affixed to the machine.
- Problem details, including any error messages.

## Email

The Help Desk also provides assistance via email. Send your questions to [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca).

## Hours of Operation

For current hours of operation, please check our website:

[www.douglas.bc.ca/ceit/student-services/student-helpdesk/hours-and-locations.html](http://www.douglas.bc.ca/ceit/student-services/student-helpdesk/hours-and-locations.html)



## Need help?

Have your student card handy before you contact the Help Desk, 604.527.5330.

