



IT STUDENT HANDBOOK

Information Technology

[Contact Us](#)

509-533-HELP (4357) Option # 2

Current hours: Monday-Friday 7:30 AM-5:30 PM

ITSupportCenter@ccs.spokane.edu

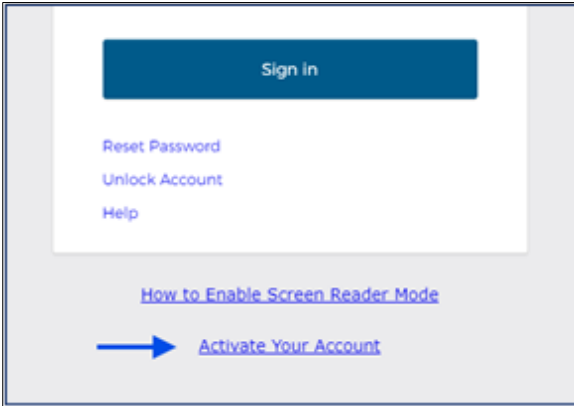
[IT Support](#)

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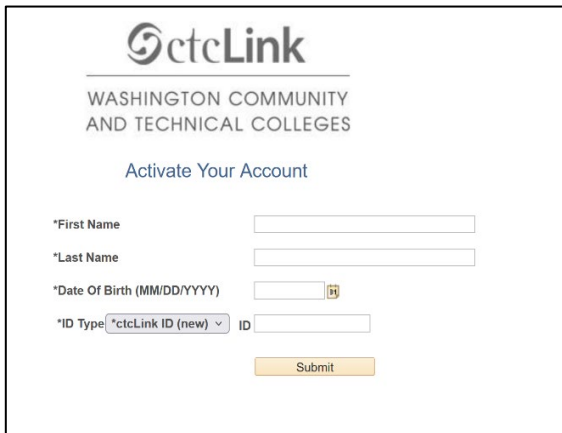
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ctcLink Account Activation

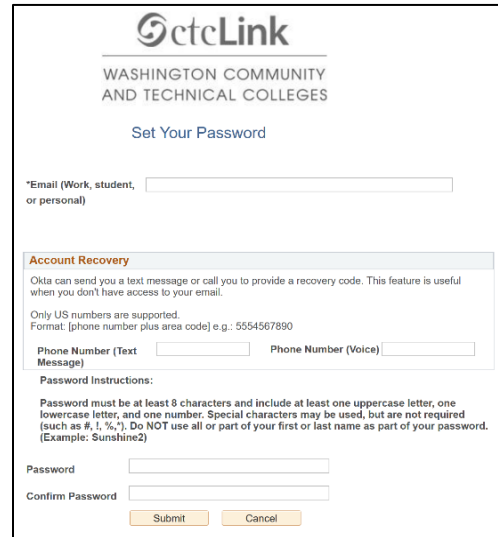
1. Navigate to ctcLink.spokane.edu
2. Click the “Activate Your Account” hyperlink.



3. Enter your First Name, Last Name and Date of Birth. From the ID Type drop down list, select 'ctcLink ID (new)', enter your ctcLink ID and select Submit.

A screenshot of the 'Activate Your Account' form on the ctcLink website. The form includes fields for 'First Name', 'Last Name', and 'Date Of Birth (MM/DD/YYYY)'. There is a dropdown menu for 'ID Type' with 'ctcLink ID (new)' selected, followed by an 'ID' field. A 'Submit' button is at the bottom.

4. Enter your email address, choose a security question, provide the answer, and enter your phone number (format: area code followed by phone number, e.g., 5554567890). Next, create a strong password that meets the security requirements and click 'Submit.'

A screenshot of the 'Set Your Password' form on the ctcLink website. It features an email input field, an 'Account Recovery' section with a text message option and a phone number input field, and password instructions. The password field is highlighted with a red box. There are 'Submit' and 'Cancel' buttons at the bottom.

5. A popup will appear notifying a successful account activation, select OK. Navigate back to ctcLink.spokane.edu and log in with the ctcLink ID and new password.

Bigfoot Email Account First Login

1. Find the account creation email from Student-Accounts@ccs.spokane.edu. This email contains your initial login credentials and was sent to your preferred email address listed in ctcLink.
2. Go to [Office.com](https://www.office.com) and click on the “Sign in” button.

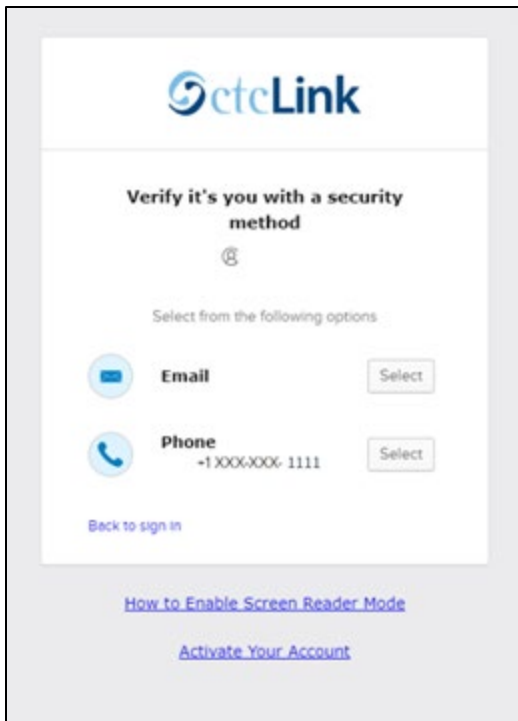


3. Enter your @bigfoot.spokane.edu email address and the temporary password provided in the email.
4. The following page will prompt you to enter your password.
5. Configure your Multi-Factor Authentication methods when prompted with the More Information required page.
6. Once you're on the Office 365 home page, click on "Outlook" to access your inbox.

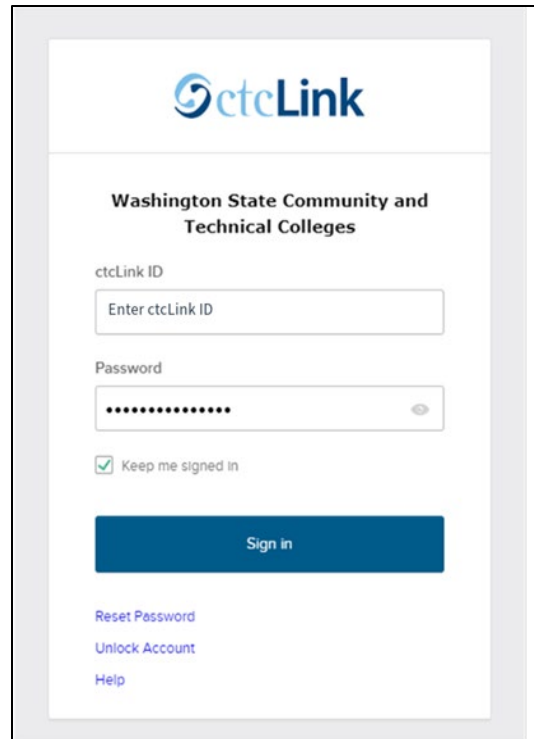
*The MFA cookie expires automatically after 16 hours, which means you'll need to MFA when you log back in.

Multifactor Authentication

1. Choose the "Select" button next to your preferred authentication method. This will be the method you use each time you are prompted to authenticate MFA



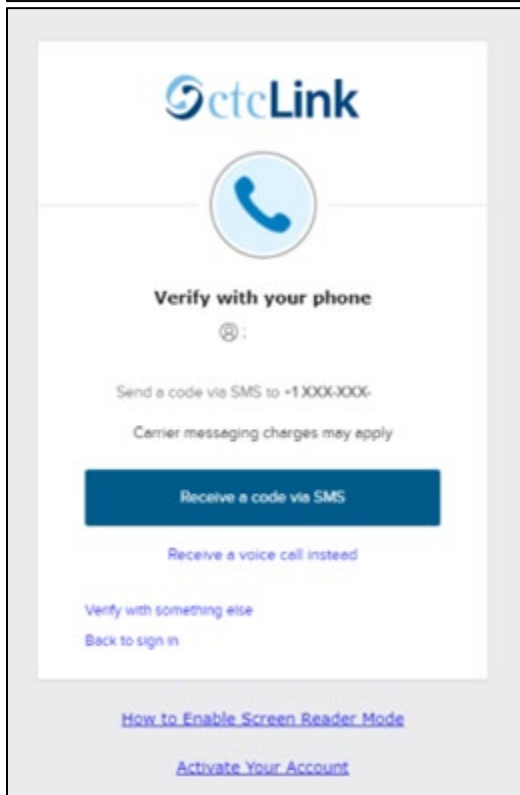
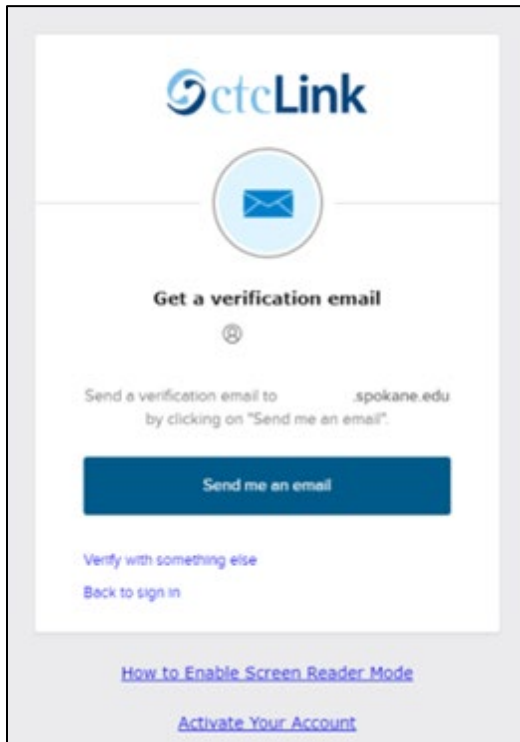
2. Select "Keep me signed in." every time you log in. Selecting this option will keep you logged in to the preferred browser for 16 hours.



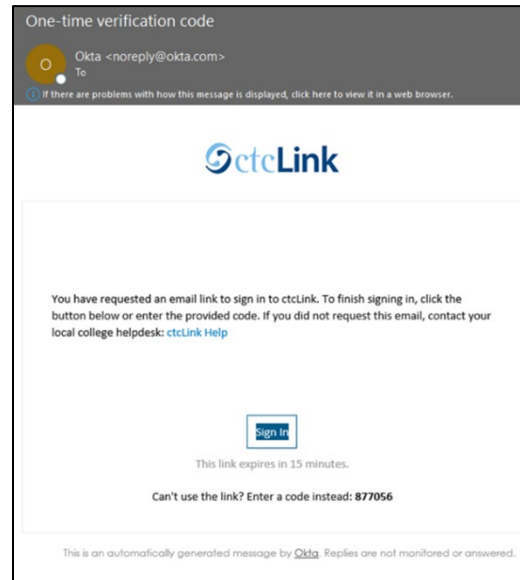
3. You will receive a notification from your chosen authentication method to verify your identity.



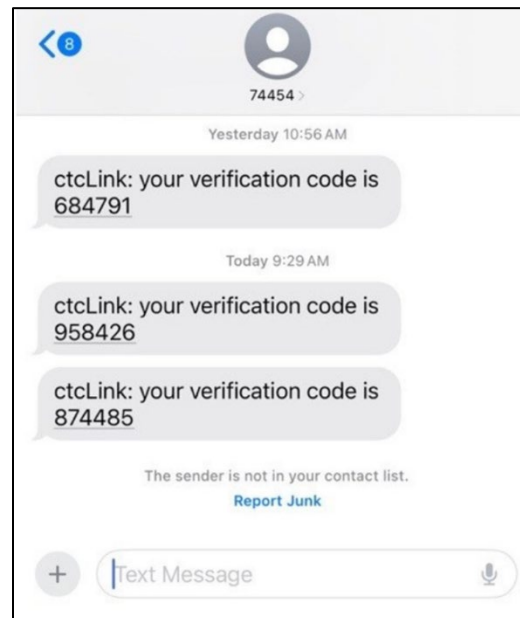
Notification Examples:



Email Example:



SMS Example:



First Computer Logon

1. Find the account creation email from Student-Accounts@ccs.spokane.edu. This email contains your initial login credentials and was sent to your preferred email address listed in ctLink.
2. Type your full email address and password into the appropriate fields on a campus student computer, then press “Enter” on the keyboard.



3. If you would like to update your account password after logging on, please select **CTRL+ALT+DELETE** on the keyboard and select **Change a Password**.
4. Password Requirements: The new password must contain a minimum of 10 characters, and at least one number, one upper case letter, one lower case letter, and one special character (the easiest to use are ! and *).
5. The computer should automatically log you into your account, giving you access to student printers and the software installed in the specific lab.

Installing Office 365 with your Bigfoot Account

1. Login to your Bigfoot Email Account via [Office 365/Email](#).
2. Select the “Install and More button” in the upper-right-hand corner of the screen.
3. Select Install Office to download the Office 365 Applications for your system.
4. Follow the prompts to complete the downloads. For more detailed instructions and troubleshooting, visit the Microsoft Support site for the latest guidance.



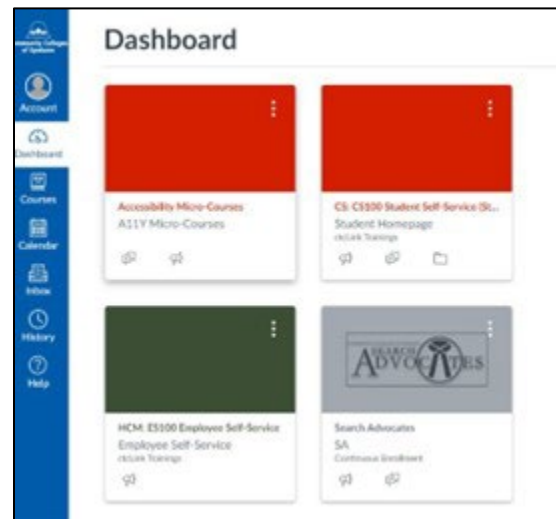
Canvas

1. Navigate to ctcLink.spokane.edu and sign in with ctcLink ID number and Password. From the Student Homepage please select the **Canvas** option.



2. Select the **Community College of Spokane** option from the available list (any Community College of Spokane link will navigate to the correct location).

3. Complete the ctcLink sign-in and verification process if prompted, before



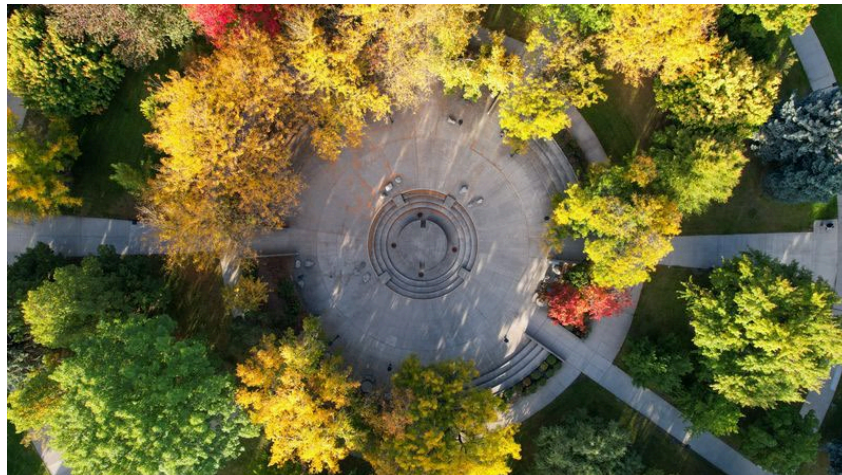
arriving at the Canvas Dashboard page.

4. After logging on the first time through ctcLink users can utilize the Canvas Link directly from any SCC, SFCC, or CCS websites and sign in directly using their ctcLink ID and Password.

Canvas Resources:

National Canvas Support Line:
(844) 394-9022 (available 24/7)

Local Canvas/eLearning Support Team:
elearning@ccs.spokane.edu




Wireless Network

Students are encouraged to use the CCSNET wireless network while on campus. This network offers enhanced security and provides access to secure resources, including student printing and library databases.


Users will use the following information to access CCSNET.

SFCC WIFI ACCESS



WI-FI NAME: CCS NET



Faculty



Students

 <p>First Name Michael Last Name Gonzalez SFCC Faculty</p>	 <p>First Name Mary Last Name Munoz SFCC Student</p>
<p>USERNAME First name "dot" Last name</p>	<p>USERNAME • First name • First letter of last name • Last four digits of student ID</p>
<p>Michael.Gonzalez</p>	<p>MaryM2323</p>
<p>The ending of the email is determined by the location of the campus or unit</p>	<p>The ending of the email is the same for all students</p>
<p>Michael.Gonzalez @sfcc.spokane.edu</p>	<p>MaryM2323 @bigfoot.spokane.edu</p>


CCS uses single sign on.

Your **WI-FI password** is the **same** as your **email password**
IT Support Center 509-533-HELP
 4357




SCC WIFI ACCESS



WI-FI NAME: CCS NET



Faculty



Students

 <p>First Name Michael Last Name Gonzalez SCC Faculty</p>	 <p>First Name Mary Last Name Munoz SCC Student</p>
<p>USERNAME First name "dot" Last name</p>	<p>USERNAME • First name • First letter of last name • Last four digits of student ID</p>
<p>Michael.Gonzalez</p>	<p>MaryM2323</p>
<p>The ending of the email is determined by the location of the campus or unit</p>	<p>The ending of the email is the same for all students</p>
<p>Michael.Gonzalez @scc.spokane.edu</p>	<p>MaryM2323 @bigfoot.spokane.edu</p>

CCS uses single sign on.

Your **WI-FI password** is the **same** as your **email password**
IT Support Center 509-533-HELP
 4357



Wireless Access on a Chromebook

1. Turn on Wireless on the Chromebook via the Quick Settings Panel at the bottom right of your screen.
2. Select CCSNET from the available wireless networks while on campus.
3. You will be prompted to enter the following information:

EAP Method:	PEAP
Phase 2 Authentication:	MSCHAPv2
Server CA:	Do not check
Certificate:	None installed
Identity:	@bigfoot.spokane.edu email address
Password:	Bigfoot Email Password
Anonymous Identity:	@bigfoot.spokane.edu email address

4. Once all the fields are filled out, click "Connect."

Tips and Tricks for Wireless

1. Double-check that you are entering your Bigfoot email address and password correctly by testing the account on a campus computer or at office.com.
2. Reboot your device.
3. While connected to another wireless network, ensure all updates have been installed.
4. Request the current **GuestNET** password from the CCS IT Support Center. Attempt to connect to **GuestNET** on your device. If successful, try switching back to the CCSNET wireless network. (This step has been particularly helpful for Apple devices.)

NuPark Student Parking

1. Navigate to <https://ccs.nupark.com/portal> and select **STUDENT/EMPLOYEE LOGIN**.
2. Sign in with your Bigfoot Email Address and Password.
3. Enter vehicle information for all vehicles you might drive to campus.
Hint: You will need your License Plate #.

4. Select a permit from the options available, the most purchased permit is a Quarterly Parking Pass.

5. Proceed with the prompts to continue with the process of purchasing the permit.

Password/Account Assistance: IT Support Center (509) 533-4357 Option 2.

Assistance with NuPark/Parking: CCS Parking Office (509) 533-3556 or CCS.Parking@ccs.spokane.edu

Student Printing

Student printing is managed through Printer Manager Plus. Students receive \$10 per quarter from their Technology Fee for printing at CCS Student Labs.

- When printing, a popup will display the cost and require approval before proceeding.
- In busier areas like the SCC and SFCC Libraries, some printers have release stations where students need to log in to release their print jobs.
- Additional printing funds can be purchased through the Cashiers Office at SCC or SFCC.

Student Printing from a Personal Device

Students can print from their private devices while on campus and connected to the CCSNET wireless through print.spokane.edu.

1. Navigate to print.spokane.edu and sign in with the first part of your @bigfoot.spokane.edu address.

Please Log In

Welcome to Print Manager Plus!

User name:

Password:

Log on to:

Remember me

2. Navigate to the Print Tab and Select File to Upload before selecting Next.

Select Document

Name	Expires	Size
01.jpg		

3. Select Printer Location, Printer, and make other customizations before continuing to release the job.

Print Document

Printer Location:

Printer:

Copies:

Pages per sheet:

Page range: All e.g., 2, 3-5, odd

4. The job will then be ready to release at a release station.

Library Databases

1. Navigate to the scc.spokane.edu or sfcc.spokane.edu website, select **Student Tools**, then select the link for the **library**.
2. Select the **Databases A-Z** option.
3. When you select the database that you would like to utilize, the following page will appear:

Community Colleges of Spokane Libraries

Please Login to Continue

This resource is only available to students, faculty and staff of the Community Colleges of Spokane.
Username is your Community Colleges of Spokane email address.

Username:

Student example: Kelly.B4287@bigfoot.spokane.edu
Faculty/Staff example: John.Smith@ccs.spokane.edu

Password:

4. Please sign in with your full @bigfoot.spokane.edu email address and password.
5. If you are having issues logging onto Databases A-Z remotely, please test your full @bigfoot.spokane.edu account and password on office.com.

6. Need assistance with a specific Database or Research? Please reach out to the Reference Desk at the appropriate campus.
 - SCC Reference Desk
509-533-8821
 - SFCC Reference Desk
509-533-3834
7. Need a password reset? Please call the IT Support Center.
 - 509-533-4357 Option 2
Monday-Friday from 7:30 AM – 5:30 PM.

Mobile Wi-Fi Calling Messaging Settings

Adjusting your mobile calling and messaging settings can improve service quality when connected to a wireless network, making tasks like Multi-Factor Authentication easier, even in areas with weak cellular reception.

For Android:

1. Open **Settings**.
2. Go to **Network & Internet**.
3. Select **Mobile Network**, then select **Advanced**.
4. Toggle on **Wi-Fi Calling**.

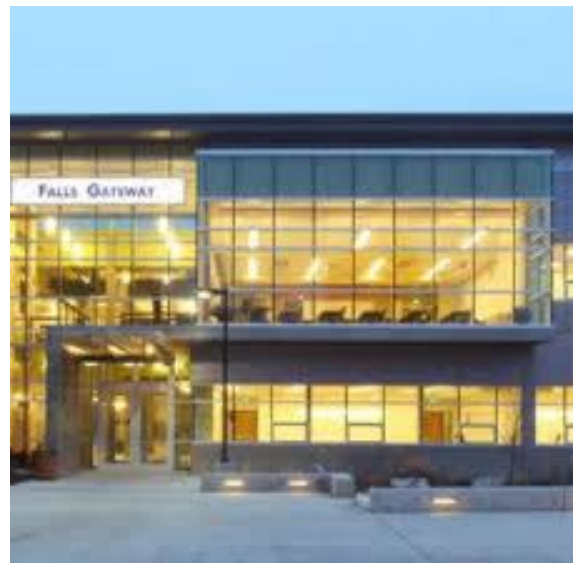
For iPhone:

1. Open **Settings**.
2. Select **Phone**.
3. Select **Wi-Fi Calling**.
4. Toggle on **Wi-Fi Calling on This iPhone**.
5. When a pop up will appears, select **Enable**.

*Please note that the availability of Wi-Fi calling and texting may vary depending on your carrier. If you encounter any issues, be sure to check with them.

Basic Troubleshooting Steps:

- Reboot your system.
- Test other browsers (Edge, Safari, Chrome, Firefox). Firefox often works most consistently with educational resources.
- Clear your browser history and cache. You can find instructions for your specific browser with a quick Google search.
- Install all system updates.
- Close and reopen the affected program.
- Uninstall and reinstall the program.
- Check for documentation or solutions on our IT Support Center pages.

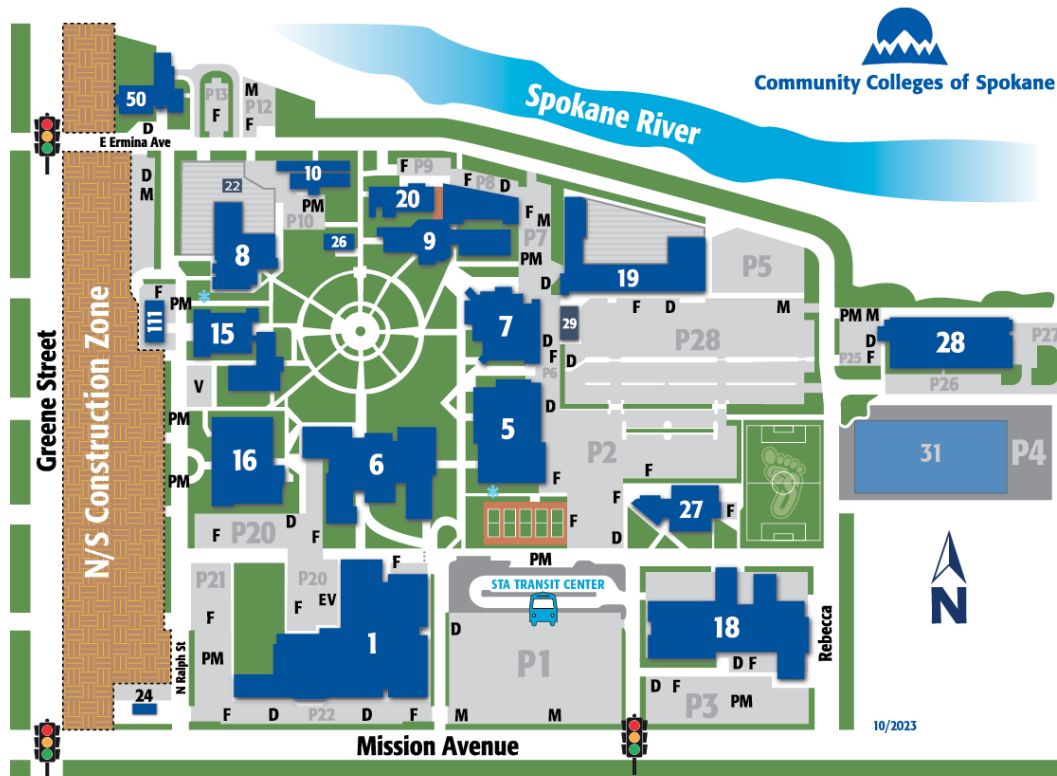


Resources

Spokane Community College

1810 N Greene St | Spokane WA 99217-5399

scc.spokane.edu | Campus Security, Building 50, 509-533-3333



Building Legend

- 1 Main
- 5 Walter S. Johnson Sports Center
- 6 Lair-Student Center
- 7 Jenkins Wellness Center
- 8 Environmental Sciences / Facilities
- 9 Health Science
- 10 Greenhouses
- 15 Student Services
- 16 Learning Resources Center
- 18 Automotive
- 19 Heavy Equipment / Fire Science
- 20 Bigfoot Head Start Child Care Center
- 24 Fire Drill Tower
- 27 Livingston Science and Mathematics
- 28 Stannard Technical Education

- 31 Future Apprenticeship Center
- 50 Max M. Snyder/Campus Security
- 111 Environmental Sciences Annex

Off-campus

- Apprenticeship and Journeyman Training Center
2110 N Fancher Way
- Central Receiving
3939 N Freya St
- Hangar, Felts Field
5317 E Rutter Ave

Community Colleges of Spokane does not discriminate on the basis of race, color, national origin, sex, disability, religion, sexual orientation, pregnancy and related conditions or age in its programs, activities or employment. Direct all inquiries regarding equal opportunity compliance and/or grievances to the Chief Strategy and Administration Officer, CCS, 501 N Riverpoint Blvd, PO Box 6000, MS 1004, Spokane WA 99217-6000 or call 509-454-5057. Direct all inquiries or grievances regarding access and Title IX to the Chief Compliance Officer, 2917 W. Whistlers Way, MS 3027, Spokane WA 99224, ccs.titleIX@cs.spokane.edu or call 509-279-6012. Marketing and Public Relations. August 2024 - AS

Campus Parking

- Student**—available in most lots
- Visitor**—paid meter or permit
- * Bike Lockers
- D** Disability
- EV** Electric Vehicle
- F** Faculty
- M** Motorcycle
- PM** Parking Meter
- V** Visitor
- Main Entrances to Campus

Parking on campus requires a parking permit or parking at a meter. Visitors may park at a meter for up to 2 hours or purchase a virtual permit online: <https://ccs.nupark.com/portal>

SCC Important Phone numbers		
Department Name	Building Number	Phone Number
Admissions	Bldg. 15	509-533-8020
Assessment Testing	Bldg. 16	509-533-7074
Campus Tours	Bldg. 6	509-533-8687
Career Services	Bldg. 1	509-533-8855
Cashier	Bldg. 15	509-533-7025
Academic Counseling	Bldg. 1	509-533-8400
Disability Access Services	Bldg. 15	509-533-7169
Financial Aid	Bldg. 15	509-533-7017
Library	Bldg. 16	509-533-8255
Multicultural Student Services	Bldg. 6	509-533-8875
Outreach	Bldg. 6	509-533-8227
Registration	Bldg. 15	509-533-8860
Running Start	Bldg. 15	509-533-8062
Transcript Department	Bldg. 15	509-533-7001
Transfer Center	Bldg. 1	509-533-8400
Tutoring Center	Bldg. 1	509-533-7322
Veteran Services	Bldg. 6	509-533-7027
Workforce Transitions	Bldg. 6	509-533-7249

Spokane Falls Community College

3410 West Whistalks Way | Spokane WA 99224-5288

sfcc.spokane.edu | Campus Security, Building 16, 509-533-3333



Building Legend

- | | |
|--|--|
| 2 Library | 27 Magnuson/SCC/SFCC |
| 5 Humanities (Spartan Playhouse) | 28 Science |
| 6 Fine Arts | 29 Early Learning Center |
| 7 Student Athletic Center | 30 Falls Gateway |
| 9 Lodge/SCC | 31 Future Softball |
| 10 Maintenance | 32 Future Fine and Applied Arts (2024) |
| 13 Physical Education Annex/Stadium | |
| 15 Music/Performing Arts | |
| 16 Human Services/Campus Security/
Photography (temporary location) | |
| 17 Student Union Building
(Student Services) | |
| 18 Math, Engineering and Technology | |
| 19 Technical Arts | |
| 23 Storage | |
| 24 sn-w'ey-mn
(Business and Social Science) | |
| 25 Baseball | |
| 26 Drama Storage | |

Campus Parking

- Student**—available in most lots
- Visitor**—paid meter or virtual permit
- B** Bike Rack
- EV** Electric Vehicle
- F** Faculty
- M** Motorcycle
- D** Disability
- PM** Parking Meter
- V** Visitor
- Main Entrances to Campus
- Smoking Area

Parking on campus requires a parking permit or parking at a meter. Visitors may park at a meter for up to 2 hours or purchase a virtual permit online: <https://ccs.nupark.com/portal>



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SFCC Important Phone numbers		
Department Name	Building Number	Phone Number
Admissions	Bldg. 17	509-533-3516
Assessment Testing	Online	509-533-4166
Career Services	Bldg. 2	509-533-3545
Cashier	Bldg. 17	509-533-3275
Academic Counseling	Bldg. 30	509-533-3809
Disability Access Services	Bldg. 30	509-533-4166
Financial Aid	Bldg. 17	509-533-3550
Library	Bldg. 2	509-533-3805
Multicultural Student Services	Bldg. 17	509-533-4331
Outreach	Bldg. 17	509-533-3401
Registration	Bldg. 17	509-533-3516
Running Start	Bldg. 17	509-533-3435
Transcript Department	Bldg. 17	509-533-3281
Transfer Center	Bldg. 17	509-533-3281
Tutoring Center	Bldg. 17	509-533-3500
Veteran Services	Bldg. 17	509-533-3511
Workforce Transitions	Bldg. 17	509-533-3042

