

Students Newsletter!

Information Technology Services

Spring 2008

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ITS Help Desk
A143
 Ext: 2052 option 2
 Off Campus:
 (847)543-2052

Help Desk Hours
 M – Thurs 7 am – 10 pm
 F 7 am – 8 pm
 Sat 8 am – 4:30 pm

Blackboard Help Desk Hours

 24 X 7 hours

Student Email Account

Note: You must be currently enrolled in an accredited class to have access to Lancermail.

Please activate your Student E-Mail account

College of Lake County has implemented a new student E-mail system through Microsoft's Hotmail. You must activate your student E-mail account before you can send or receive E-mail.

- **To access your email account, logon to:**

<http://www.hotmail.com>

Your **Windows Live ID** is made up of your first initial, the first four letters of your last name, your two digit birth month, and the last two digits of your CLC Student ID, followed by **@lancermail.clcillinois.edu**

Example: If your name is Phil Smithson, and you were born in September, with a CLC student ID of 0432543, your Windows Live ID would be: psmit0943@lancermail.clcillinois.edu

- **Your initial password is your birth date in MMDDYY format.**

Example: If you were born on September 12, 1992 your initial password would be: **091292**

For assistance with your student email account, contact the Help Desk:

Phone: (847) 543-2052 option 2

Location: A143

Email: helpdesk@clcillinois.edu



College of Lake County's
BLACKBOARD

URL: <http://clc.blackboard.com/>

- **Logging into CLC's Blackboard**

If you are accessing the Blackboard for a course you are enrolled in during the current semester, click the "User Login" on the Blackboard web page.

- Your Username is made up of your first initial, the first four letters of your last name, your two digit birth month, and the last two digits of your CLC Student ID

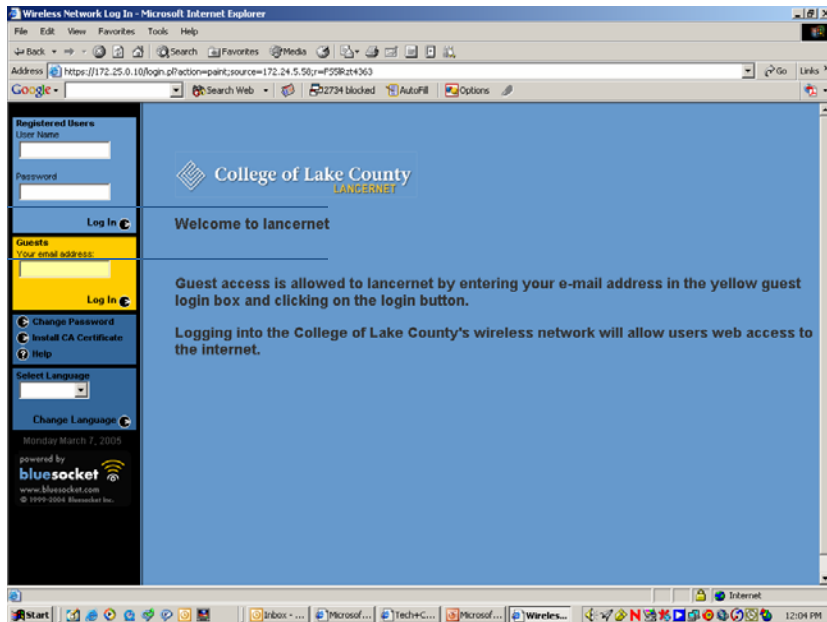
Example: If your name is Phil Smithson and you were born in September with a CLC student ID of 0432543 your Username would be: **psmit0943**

- **Your initial password is your birth date in MMDDYY format.**

Example: If you were born on September 12, 1992 your initial password would be: **091292**

Getting Help: For assistance with Blackboard please call the Help Desk: (847) 543-2052 - Option 1

Wireless Access – LancerNet



Logging into the College of Lake County's wireless network will allow users web access to the internet.
The IP address is: 172.25.0.10

Limitation and Disclaimers

- Virus and security protection is the responsibilities of the patron.
- ITS staff is not able to assist patrons with their laptop, network card, or configuration.

What setting do I use?

If you are using Windows XP or Vista, your computer will automatically detect the SSID (**Lancernet**).

LRC Computer Lab Hours

Monday-Thursday	8:00 a.m. – 9:45 p.m.
Friday	8:00 a.m. – 4:15 p.m.
Saturday	9:00 a.m. – 4:15 p.m.
Sunday	1:00 p.m. – 4:45 p.m.



ITS Help Desk (847)543-2052
Option 1 for Blackboard Support
Option 2 for Student Email support

Hot Spot Locations:

- ✚ Anderson Court
- ✚ LRC 1st Floor Atrium
- ✚ LRC 2nd Floor Atrium
- ✚ Brandel Court
- ✚ Technology Building
- ✚ Student Lounge
- ✚ Lakeshore Campus
- ✚ Southlake Campus

Lakeshore Campus Computer Lab Hours:

M-Thurs	8 am - 9:45 pm
Friday	8 am - 4:15 pm
Saturday	9 am - 4:15 pm
Closed Sundays	



CLC Wireless Access Points supports Windows Vista.

South Lake Educational Center Computer Lab Hours:

M-Thurs	12 pm - 9:45 pm
Friday	12 pm – 4:15 pm
Closed Saturday and Sundays	

