What Employees Need to Know

What is it?
- myCommNet is a web portal that gives users the ability to access needed information with a single sign-on.
- At go-live, on November 21, 2007, myCommNet will be the only point of access for WebCT/Vista, Student Self-Service, Faculty and Advisor Self-Service, Finance Self-Service, and off campus access to library reference databases.
- Existing points of access to WebCT/Vista, Self-Service and off campus library databases will be re-directed to the new myCommNet portal.
- myCommNet will serve as the entry point for some existing systems. Once logged in, users can link to existing systems; it does not change them. Existing systems continue to be used as they currently are. For example, colleges still control the web admissions process and WebCT/Vista.
- The implementation of myCommNet is a phased approach. In Phase 1 there will be a single myCommNet look and feel. This phase is the building block of future phases with college-controlled content and channels.

The immediate benefits
- Users only need to remember one account name and password to log on. Existing NetIDs and passwords become the key to accessing myCommNet. For more information about NetIDs, please visit: www.commnet.edu/netid.
- Colleges only need to support one set of IDs. Currently colleges support a Net ID and password, a Self-Service & WebCT/Vista ID and PIN. These are generally supported by different departments at each college and can be challenging for users.

The potential issue
- When myCommNet is unavailable, WebCT/Vista, Student Self-Service, Faculty and Advisor Self-Service, Finance Self-Service, and the off campus access to library reference databases will be unavailable as well. Although planned down time will be needed for production upgrades, the community college system has a technical solution in place to limit unplanned downtime.

Web Address
http://my.commnet.edu

What will I need to access via myCommNet?
- Faculty and staff will use their NetID and password (the ID and password used to access office computers) to log in to myCommNet.
- Although all employees will have access to myCommNet, the only functions that will require myCommNet to be accessed is Faculty and Advisor Self Service and Finance Self Service. There will be links in the faculty and employee tabs. You will continue to access all other functions as you do today. How you access INB Banner, desktop mail, Core-CT and any other items will not change.

How do I get a myCommNet password reset?
- Staff who are having login difficulty should contact: IT Help Desk: 885-2334, FAX 889-7082.
- Faculty and students may use the web reset utility at: www.commnet.edu/netid/password.aspx. You will need to provide the last 4 digits of your Social Security Number, date of birth, and answer to your security question. If the web reset utility is unsuccessful, contact the IT Help Desk: 885-2334, FAX 889-7082.
Once inside myCommnet, how do I get assistance?

- There is a “Help” tab located inside myCommnet. There you find basic portal information and navigational assistance.
- If additional myCommNet assistance is required, contact:
  - “My Courses”/WebCT/Vista-
    - Faculty: Kem Barfield, Director of Distance Learning 383-5215, kbarfield@trcc.commnet.edu or IT Help Desk: 885-2334
    - Students: Amanda MacTaggart, Educational Technology Specialist, 885-2313, amactaggart@trcc.commnet.edu or IT Help Desk 885-2334
  - Banner Online Student Self-Service- Registrar’s Office, 892-5756, TR-Registrar@trcc.commnet.edu
  - Library Resources- Mildred Hodge or Robert Walsh, 383-5289 or 885-2346
  - Faculty and Advisor Self-Service- Registrar’s Office, 892-5756, TR-Registrar@trcc.commnet.edu
  - Finance Self-Service- Gayle O’Neil, 892-5710, GONeill@trcc.commnet.edu

What other resources are available?
- Help tab within the portal
- FAQ help on login page
- Pre-go live web site (www.commnet.edu/portal)
  - Navigation tutorial (Link)
  - Brochure PDF
  - Screen shots
- Documents – brochure, bookmarks, posters, “What every employee needs to know” and “An Employee Guide to What Every Student Needs to Know”
- Council and college presentations
- Your College’s team member(s): Stephen Goetchius, Dean of Information Technology
  Kem Barfield, Director of Distance Learning

The Implementation Team
- myCommNet is a significant undertaking, requiring representation from all areas of the organization. The team reflected this. It consists of College and System Office employees. College members were selected by college presidents or nominated by councils.

The end?
- This is just the beginning. There is more to be evaluated and installed:
  - Bring together and display relevant information that matters to the individual logging on.
  - Tailor information to specific users/user groups.
  - Deliver Banner channels for student-, faculty- or employee-specific information.