

CCCS Connect FAQs

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What is CCCS Connect?

CCCS Connect is the name for the portal when CCCS users log in. A portal is a one-stop shop where you can access news and alerts, frequently used programs such as Banner INB and SSB, forms and resources, as well as group collaboration areas, all in one spot. It’s designed to make everything you need for your work day easily accessible and organized. Our departments have worked to design relevant information channels for our employees, and you can customize your own “tab” to display links and resources important to you.

Among other things, the new portal will enable you to:

- View employee information such as benefits and pay stubs with a quick links into Self Service Banner for Employees
- Keep up to date with current news and events pertaining to work and school life (and not lose announcements under a tidal wave of e-mail)
- Connect to Banner INB and other production systems such as MOBIUS and COGNOS (if you currently have an account)
- Quickly preview your calendar and unread email

- Access Finance/Administration and HR forms that previously required searching on the institution website

What is the portal address?

You can log in to the portal through the login area on each institution's home page, as the portal goes live across the System. For instance, CCCS employees can log in from the CCCS home page at <http://www.cccs.edu> – school employees and students would log in from their individual school home page. Which home page you log in from will determine which school's banner shows in the portal if you are an employee, faculty member or student at multiple schools.

Who can access the portal?

CCCS employees can currently access CCCS Connect. CCCS is the first pilot agency, and portal access is currently being built for ACC and NJC which will include the school employees, faculty and students. New schools will join the portal project throughout the year until all Colorado Community College System member schools have their own portal links.

How do I log in?

The portal login ID is your Banner employee ID (or "S-number"), which starts with a capital S and has eight numbers. Employees can find the S-number on the monthly (or biweekly) payroll advice notices, or call the CCCS-IT Help Desk at 303-620-4357 for assistance in looking it up.

The default starting password for the system is your date of birth in 6-digit format. For instance, October 12, 1954 would be 101254. However, if you have ever logged into Banner SSB and updated the SSB password, your portal password should currently match. The Help Desk can also assist in resetting this password for you if needed.

How do I reset my password?

If you are logged into the portal and would like to update your password, use the "My Account" link at the upper left of the portal to access a page titled "My Account Preferences." On this page, enter your current password and new

password, confirm the new password, and click the “Save Changes” button at the bottom of the page to update your password. Password requirements are listed to the right of the password change boxes.

If you have forgotten your login and would like to reset it, contact the CCCS IT Help Desk at 303-620-4357 for assistance.

Is there a timeout period after I have logged in to the portal?

The portal is set to a 30 minute timeout for inactivity for student users, 1 hour for faculty, and two hours for general employee and administrative users. These time frames provide for security while allowing a reasonable time frame for someone who may be engaged in activities other than portal use at the same time.

Please note that because of Single Sign-On, secure use of the portal is very important; anyone signed in under your account may be able to reach more than just the portal itself. Please do not leave machines unlocked and unattended while signed in to the portal.

Can I log into the portal from off campus?

Yes. You are able to access the portal via the web outside CCCS school networks. However, if you wish to access INB (Internet Native Banner) through the portal, you will need to VPN in first to establish correct security permissions.

What do these frequently used portal terms mean?

Tab	When you log in to the portal, you will see clickable buttons labeled Home, Employee, and My Tab (you may have more buttons if you are a student or faculty member). These buttons look like the tabs on file folders, so they are referred to as tabs. Like file folder tabs, if you click one to open it, you'll have access to information related to that tab's title.
Channel	Channels are the little divider boxes on each page. Each channel encloses a set of related content. You may have a channel for System News, a channel for weather news, and a channel for personnel forms, for instance.
SSO	SSO stands for “Single Sign-On,” one of the nice things about the portal. Some programs have links inside a channel in the portal. When you click a link to one of these programs, the portal remembers your Sign-on information. The next time you click the link, the portal will log you in to

	<p>that program automatically. One example is email, see “How do I log into email through the portal,” below.</p> <p>If your password in that program expires, the portal will prompt you to reset it the next time you click the link, then will remember the new password.</p>
Skin	The Skin is the set of colors, styles and images that make up how the portal looks. If you work at more than one of the Colorado Community College System member schools, logging in from a college site will show that college’s chosen colors and top banner. So the portal will look a little different if you log in from different schools.
Subscribe	Subscribing to a channel means adding it to your tab. There are many channels available which you can choose to add to your screen. More information on channels is located below.

When is portal training available?

Quick tips and MeetingPlace quick sessions on various topics are upcoming. We will post topics, dates and times in the portal announcement channels.

How do I work with channels?

Moving channels around: The portal is designed so you can simply drag and drop channels to a new location on the same tab. Click the channel title bar, hold down the mouse button and drag the box to a new location on the page.

Minimizing a channel you only need occasionally: Click the small icon that looks like a minus sign in the upper right corner of the channel box to minimize the channel. The box will be reduced to show just the channel title. When you want to restore the channel, click the box icon in the upper right of the channel.

Deleting a channel you don’t use: Click the small X in the upper right corner of the channel box to close the channel. If the X is grey, the channel is locked and can not be deleted.

Adding a new channel (or restoring a channel once deleted): There are many channels which exist but have not been put on your screen yet. New channels will be built as the portal grows. You can pick and choose which channels you would like to use. To see what is available and add channels to your tabs:

1. Log in to the portal.
2. Click the link titled “Content Layout” on the upper left of the screen.

3. The Manage Content/Layout screen will come up. Below the grey information box, click the name of the tab where you wish to add the channel.
4. The screen will show your columns and in each place a new channel can be added there will be a “New Channel” button. Click the button in the spot where you want to see the channel.
5. A new screen will come up with a category selection box. Select “Select All” to see all available channels, or choose a specific category. Click the “Go” button next to this box to display channels available in this category.
6. In the list of channels displayed, click to highlight the channel to add, then click the “Add Channel” button on the far right.
7. Repeat steps 4-7 for any new channel you would like to add.
8. On the upper left, click “Back to Home Tab” when you are done adding new channels.

How do I log in to my email from the portal?

When you log in to the portal, click either the email icon at the upper right or the email preview channel on the home tab, and the system will ask for your login credentials.

Log in with your network ID and password (the same sign-in information you use to log on to the computer when you start it up in the morning). You do not need to include your domain name, just the user name and password. The next time you click to access email within the portal, the portal will remember your log-in information, and sign you into email without needing to re-enter your ID and password. If you change your network password, the next time you access email via the portal, the system will prompt you to enter your new login information.

What is the “My Tab” tab for?

You might add a channel on any tab – if you want to add a channel about personnel forms, you might add it to your Employee tab. However, if you’d like to add channels that you don’t need on the Home page and aren’t directly Employee related, such as a weather channel, the My Tab exists as a blank workspace for you add any odd channel you would like to add, without it getting in the way of your more important channels.

How do I submit items for the portal news channels?

Announcements, Event notices, and System news are very welcome! Each institution will have its own approving authority for news items.

To submit CCCS items for approval and publishing in these channels, e-mail the CCCS System Communications office: Joe Marquez, at joe.marquez@cccs.edu.

Can I change my announcement after I have submitted it?

Once an announcement has been approved and posted, it can not be edited, so please proofread your submission carefully and verify all dates and facts. If an announcement must be changed, it can be deleted from the administrative side and a new announcement posted. This will result in the new announcement posting once more at the top of the announcements list for all readers.

Are announcements archived?

The portal software does not archive announcements.

Can I delete an announcement on my own screen?

When announcements show in your announcements channel, there is a link to read the full announcement. Once read, you can check the box next to the announcement and select the “Delete” button to clear the announcement from your screen. This will delete the announcement only from your view, and not from the screen of any other portal reader.

How do I add a Bookmark to the Portal?

Add the “Bookmarks Plus” channel to your tab layout. Inside the channel, click the “page and +” icon at the bottom of the page to add a new link (clicking the “folder and +” icon will let you add a new folder). A window will come up allowing you to add the link title, description and URL. If you wish the link to be located inside a folder, click the circle next to the folder name before saving the link.

If you wish to delete a bookmark link or folder later on, click the “page and –” icon (or the “folder and – icon”), checkmark the box next to that item, and click “Delete Bookmark(s)” (or “Delete Folder”) to delete.

What is a Group?

Portal Groups will be rolled out throughout the coming year. A Group is a team collaboration space within the portal. Teams like the Holiday Committee, Audit teams, or student clubs can create a group where they can share posts, files, photos, links and more. Groups have chat capability and threaded discussion space. Joining a restricted-access group that has membership requirements requires approval from the leader of that group. Group use is subject to all applicable institutional computer use policies.

Refer to the full portal training materials or upcoming training session announcements for more information on groups and group creation approving authorities for each institution.

To request creation of a new group for CCCS, e-mail the CCCS System Communications office: Joe Marquez, at joe.marquez@cccs.edu.

Who should I contact for more information and assistance?

You are welcome to contact the CCCS IT Help Desk for any questions, either at 303-620-4357 or at CCCS-ITHelpDesk@cccs.edu.