

TECHNOLOGY ACCESS

STC online resources work best with all the latest Windows updates installed on a Windows computer. Cell Phones, Chromebooks, and even Mac computers may not be compatible with all our resources.

For information on Password Recovery/Reset, mySTC, Student Email (Office 365), BannerWeb, Blackboard, and Logging in to computers on campus, please follow the instructions below. **Due to cache and security issues, DO NOT SAVE YOUR USERNAMES AND PASSWORDS or CREATE A SAVED SHORTCUT/LINK. Saving this information results in authentication errors, and you cannot log in.**

Go to: www.southeasterntech.edu . Click on the "MySTC" link at the top of the homepage.



Mandatory: Students must log in to MySTC **first** to set up their personalized security questions to recover or reset the STC password before logging into BannerWeb, Blackboard, or other resources. For your security, after you change your STC password, faculty, IT, Blackboard Coordinators, Student Affairs personnel, etc., will not know or be able to access your password. You will use the security questions to recover or reset your password; therefore, it is vital that you remember your information. **Students should not share login credentials with others. Students should ensure passwords meet the password complexity rules with uppercase and lowercase letters, symbols, numbers, and do not include an identifiable word. This is an instant change; your password will be changed across all these applications immediately. Passwords will expire on a rotation and will require changing as necessary to meet security requirements.**

Students will now access resources via the **mySTC portal** with a **single sign-on** to all resources using the STC Student ID Username and STC password. This login will be used for resources such as BannerWeb, Blackboard, Office 365, GALILEO, among other informational links. When mySTC or the STC webpage is not accessible, students **can access the resources directly** using the listed external web links beside the application title.

MySTC

Click the link on MYSTC or <https://southeasterntech.okta.com> to access the MySTC landing page.

Your STC Student ID and password will grant you access to begin the process.

New students are given an STC Student ID (9xxxxxxx) and an **initial** STC password (\$TC-#####) in the mailed acceptance letter to use for login (dollar sign, capital T, capital C, hyphen, and the hashtag/pound symbols represent the numbers). If you do not have the acceptance letter or know your student ID number, you will need to see Admissions.

The screenshot displays the MySTC login interface, which is divided into two main sections: 'Sign In' and 'Verify'.

Sign In Section:

- At the top is the Southeastern Technical College logo.
- The heading 'Sign In' is centered.
- Below the heading is the label 'Username' and the instruction 'Students use only your Student ID # below'.
- There is a text input field for the username.
- Below the input field is a checkbox labeled 'Keep me signed in'.
- A large blue button labeled 'Next' is positioned below the checkbox.
- A link labeled 'Help' is located at the bottom left of the section.

Verify Section:

- At the top is the Southeastern Technical College logo.
- Below the logo is a circular icon containing a padlock and the text '****'.
- The heading 'Verify with your password' is centered.
- Below the heading is the label 'Password' and a text input field with a toggle icon on the right.
- A large blue button labeled 'Verify' is positioned below the password field.
- Below the 'Verify' button are three links: 'Forgot Password?', 'Verify with something else', and 'Back to sign in'.

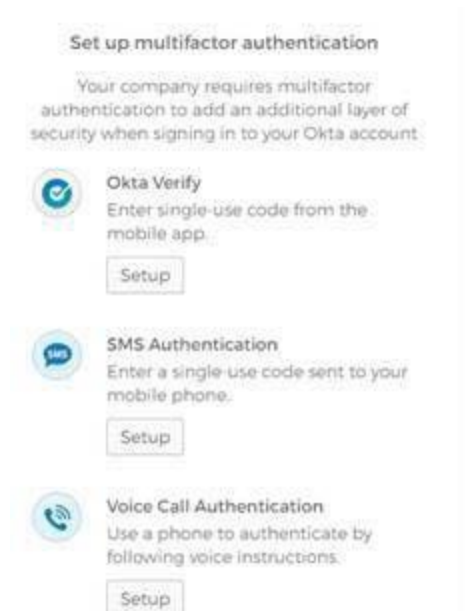
Enter your STC Student ID as the username, click Next, type in your password, and then Verify. Unless you have changed your password, it should be the initial password sent to you by the Admissions office. If you encounter issues, please click on **Help** and follow the instructions.

For Instructors Only

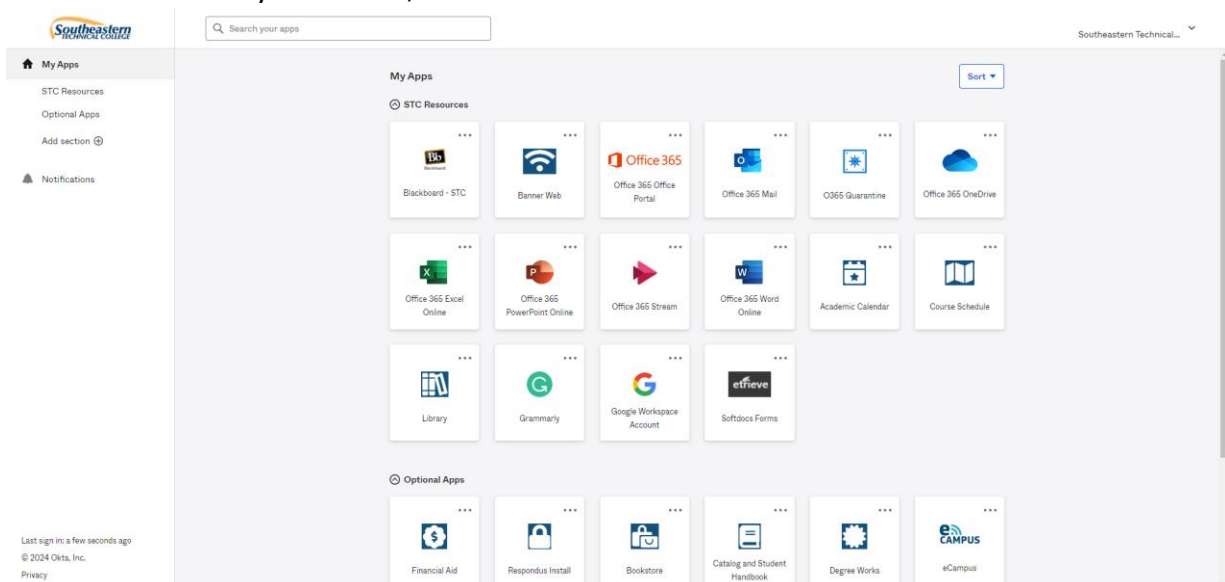
Instructor Username: (fill in with your regular computer login name)

Password: (insert your regular computer password)

On the set up multifactor authentication page, set up at least one item, preferably all three. You will need your cell phone to set up the MySTC Verify or SMS Authentication. Once you click Setup, follow the instructions to set up that authentication option.



When complete, you will be taken to the MySTC landing page and can access the resources listed on your screen, like below.



Please click this link to help you solve your login problem.

<http://lms.southeasterntech.edu/it/oktahelp.html>

Logging in to Computers on STC Campuses

Username: students\9xxxxxxx

Password: your STC password

Student Email (Office 365 Mail)

Click Office 365 Mail within [mySTC](#) or Office 365 Office Portal, Outlook

You can find your email address by clicking the icon with your initials in the upper right corner. You will then see your email address with your named email address. (i.e. jdoe1@students.southeasterntech.edu). Write your new college email address down.

For Instructors Only

Instructor Username: (fill in with your regular computer login name)Instructor

Password: (insert your regular computer password)

Instructions on how to check your blocked senders list in O365.

video: <https://tcs.gvideo.yuja.com/V/Video?v=9391033&node=40953370&a=35718253&autoplay=1>

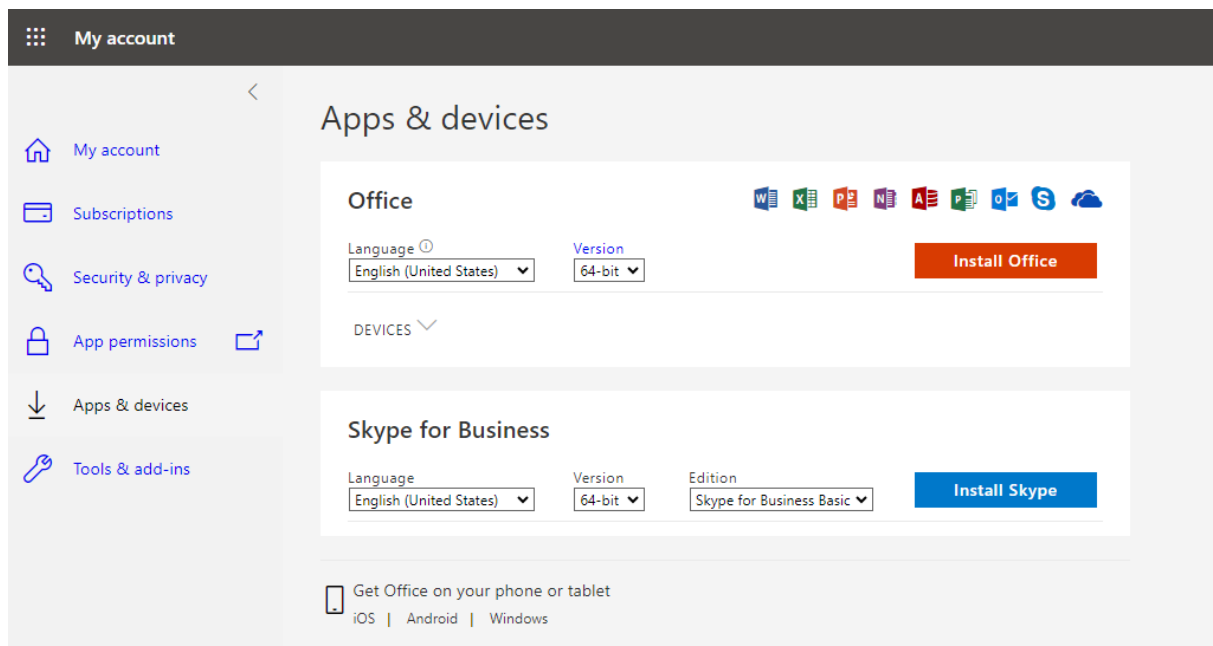
Written steps to check your blocked senders

1. Open Office 365
2. Click the **Gear icon** (Settings)
3. In the **search box**, type the word **block**
4. Select **Blocked Centers and Domains**
5. Look at the **Blocked Senders** to see if you have senders that have been blocked.
6. If you have someone that shouldn't be blocked. Select the **trash can icon (delete)** to remove the sender from the blocked list.

To install Office 365 on your home machine

To have a version of Word, Excel, PowerPoint, Outlook, etc., on your home machine, you can download and install Office products using your school email address.

In the Office 365 Office Portal, click on your initials in the top right corner, then View Account. Under Office apps, click on Manage. You should see a screen similar to the one below. Click on Install Office and follow the prompts. Once installed, if asked, use your STC login credentials to log in to the applications.



One Drive

Use your OneDrive to save your files. You can use OneDrive on your own computer or online through Office 365. You will need to log in using your STC credentials. For more information on how to use OneDrive, visit: <https://support.microsoft.com/en-us/office/upload-and-save-files-and-folders-to-onedrive-a1397e56-61ec-4ed2-9dac-727bf8ac3357>

Blackboard

(<https://southeasterntech.okta.com/>)

Blackboard is a web-based course learning management system used by faculty and students in colleges and universities. You will use Blackboard to locate all information for your online classes, take tests, check your grades, submit assignments, etc. **Do not use the Blackboard App for taking tests or submitting assignments.**

To access Blackboard, complete the following steps:

1. Login to [mySTC](#) and click the Blackboard icon.
2. Your current registered courses will be listed on the **FIRST** day of the semester. Click on the course you want to enter.

Before logging in to Blackboard, delete your browser's cache, cookies, and history. The steps for Chrome, Firefox, and Edge are below. When you click the link, the new URL should have southeasterntech.blackboard.com/ultra on it.

Step 1: Clear a Browser cache, URL history, cookies

- **Chrome –**
 - Click the 3 dots at the top menu – Click Settings, Privacy and Security, Clear Browsing history, cookies and other site data and cache images and files, Change Time range to **All Time**, and click Clear Data. Close your browser and reopen it.
- **Firefox –**
 - Click the 3 lines at the top menu – Click Settings, Privacy & Security, Cookies and Site Data, Clear Data, check Cookies and Site Data, Cached Web Content, click Clear. Close your browser and reopen it.
- **Edge –**
 - Click the 3 dots at the top menu – click Settings, Privacy, search, and services. Under Clear browsing data, select Choose what to clear: Browsing History, Cookies, Cached images, and files, From the Time range drop-down menu: **All time**. Click Clear Now. Close your browser and reopen it.

Step 2: Delete any Bookmarks you have made for Blackboard and recreate

Step 3: After logging into Blackboard. Click Courses in the Left Menu. Change the **Current Courses drop arrow** in the middle of the screen to the semester needed— example 202414 (Spring semester 2024).

Academic year Fall 2023 202412

Step 4 Optional for Incompletes: If you have an Incomplete course that needs to be completed, you will need to **change the Current Courses in the middle of the screen to the semester in which you took the course**. For example, if you received an incomplete for Fall semester, 202412, you must change to the 202412 term to see your course.

Notes to be aware of:

- On the Initial Login Landing page, there is a Grades menu. This will be the overall grades of **all** current courses. Any grades added for items in the course may take 24 hours to post to the overall grade.
- The grades for the course should be **viewed inside the course itself** with the **My Grades** link not from the Initial Landing page **Grades**.

Starting January 2024, Google will roll out changes to its Chrome browser, restricting all third-party cookies by default. In January, a random 1% of all Chrome users will receive this change, called "Tracking Protection." The change will be rolled out to all users throughout 2024.

<https://blog.google/products/chrome/privacy-sandbox-tracking-protection/>

Workaround:

Users can change their settings in Chrome to accept cookies from impacted tools. The first users who receive this new Tracking Protection feature can opt-out by clicking the settings (gear) icon in a notification. For users who don't opt out, an eye icon will appear in the address bar when Chrome blocks an integrated tool because it uses a cookie. Users can click that icon to change the settings for that website. https://storage.googleapis.com/gweb-uniblog-publish-prod/original_images/PS_1_Popup_EN.gif

For Instructors Only

Instructor Username: (fill in with your regular computer login name)Instructor

Password: (insert your regular computer password)

BannerWeb

(<https://southeasterntech.okta.com/>)

To access BannerWeb, complete the following steps:

1. Login to [mySTC](#) and click the BannerWeb icon.
2. Select the required menus desired to access your final grades, registration, financial aid, and other important information.

For Instructors Only

Instructor Username: (fill in with your regular computer login name)

Instructor Password: (insert your regular computer password)

CHANGING YOUR STC PASSWORD

Please click this link to help you solve your login problem.

<http://lms.southeasterntech.edu/it/oktahelp.html>)


If your password does not work, but you have successfully logged into MySTC in the past, you will need to recover or change your password. You will need to click on Forgot Password or Help below the login screen and complete the authentication method you initially set up. You will then be able to reset your password. Your password must meet the complexity rules listed below:

At least 8 characters long

Use at least 3 of the following types of characters:

- uppercase letters
- lowercase letters
- numbers
- special characters
- DOES NOT contain an identifiable word (Example dog, sun, etc.)

You may also change your password at any time by logging into MySTC and click on your name in the top right corner, then Settings, Edit Profile. You may also update your security questions and Forgot Password recovery Text Message and Voice Call.

 **Change Password**

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not Include your first name
- Does not Include your last name
- Your password cannot be any of your last 10 passwords

Current password

New password

Confirm new password

Change Password

How to clear Browser History

BROWSER ISSUES

If you receive error messages during Logins, you may need to clear your browser's cache.


- **Chrome** –
 - Click the 3 dots at the top menu – Click Settings, Privacy and Security, Clear Browsing history, cookies and other site data and cache images and files, Change Time range to **All Time**, and click Clear Data. Close your browser and reopen it.
- **Firefox** –
 - Click the 3 lines at the top menu – Click Settings, Privacy & Security, Cookies and Site Data, Clear Data, check Cookies and Site Data, Cached Web Content, click Clear. Close your browser and reopen it.
- **Edge** –
 - Click the 3 dots at the top menu – click Settings, Privacy, search, and services. Under Clear browsing data, select Choose what to clear: Browsing History, Cookies, Cached images and files, From the Time range drop-down menu: **All time**. Click Clear Now. Close your browser and reopen it.

Pop-Up Blocker

Are you clicking on a website, Cengage, MathXL, MindTap, SAM, etc. link in your Blackboard Course and nothing seems to be happening? Pop-up blockers work in the background while you browse the Internet. When they detect a pop-up window that may be an unwanted advertisement, they automatically close the window. This can prevent your browser from performing properly.

While using Firefox, Chrome, and Edge if you are unable to view discussion postings, quiz windows, and download links, then you ***need to disable pop-up blocking by adding the web address into the Exceptions List***. A list of commonly used websites are found at the end of the Pop-Up Blocker section. For more information about turning off pop-up blocker on your machine, please select your current web browser:

Chrome


- On your computer, open **Chrome**.
- Go to a page where pop-ups are blocked.
- In the address bar, click Pop-up blocked .
- Click the link for the pop-up you want to see.
- To always see pop-ups for the site, select **Always allow pop-ups and redirects from [site] Done**.

You may also add specific websites to your browser to allow pop-ups:

Click the 3 dots at the top menu – Click **Settings**, - **Privacy and Security** - **Site Settings**, - **Pop-ups and redirects**, Under Allow section click **Add**, Enter the web address that is being blocked. Close your browser and reopen.

To **allow video sessions** Open **Chrome Preferences** (the lock icon next to the website address), select **Site Settings**. Select **Camera** or **Microphone**. Make sure the session is in the **Allow** list.

Firefox

1. Click the menu button  and select Settings.
2. Select the Privacy & Security panel.
3. Go down to the *Permissions* section.
 - Uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.
 - Click the **Exceptions...** button to the right of **Block pop-up windows** to open a dialog box to choose which sites are allowed to display pop-ups.

To **allow video sessions** Open the browser's **Show site information** menu (the lock icon next to the website address) to see if your device's microphone and camera are allowed.

Edge

Click the 3 dots at the top menu – Click **Settings**, - **Cookies and Site Settings**, - **Pop-ups and redirects**, Under Allow section click **Add**, Enter the web address that is being blocked, click **Add** then close your browser and reopen.

To **allow video sessions** Open the Edge more options menu. It looks like three stacked dots. Select **Settings**. Select **Cookies and Site permissions** and select **Camera** or **Microphone**. Make sure the session is in the **Allow** list. *Close browser and reopen.*

Websites to add to Pop-Up Blocker Exceptions List

Students will need to add the following addresses to the Pop-Up Blocker Exceptions list for Southeastern Technical College, Cengage, MindTap, and SAM. Any other books or products that require blocked websites will need to be added.

- <http://ng.cengage.com>
- <https://southeasterntech.blackboard.com>
- <https://mail.southeasterntech.edu:443>
- <https://www.southeasterntech.edu>
- <https://sam.cengage.com>
- <https://cengage.com:80>
- <https://v2.cengagenow.com>
- <http://www.cengagebrain.com>
- <http://testout.com:80>
- <http://www.pearsonmylabandmastering.com/northamerica/mathxl/>
- <https://www.us.bbcollab.com:443>
- <https://www.southeasterntech.webex.com>
- <https://www.respondus.com>

For more troubleshooting information per browser, click the links below.

- [Mozilla Firefox](#)
- [Microsoft Edge](#)
- [Google Chrome](#)
- [Safari](#)
- [Blackboard Help](#)

RESPONDUS LOCKDOWN BROWSER & MONITOR

What is Respondus Lockdown Browser?

Respondus is a locked browser for taking tests in Blackboard. The browser prevents printing, copying, going to another URL, or accessing other applications during a test. If your instructor requires the use of Respondus during a test, you will need to download Respondus to your computer (if not taking in an STC lab).

Technology Requirements

- Windows 10+
 - Windows S Mode is not a compatible operating system for Respondus
- Mac 10.15 to 14.0+
- ChromeOS (see further Chromebook information below)
- iPadOS 12.0+ (iPad option has to be set up by instructor in test settings)
- Web Camera (built-in or external)
- Stable Internet Connection

Respondus Download Instructions

Click this link to download Respondus to your device. This link is unique to STC and must be used to access the browser:

<https://download.respondus.com/lockdown/download.php?id=492358809>

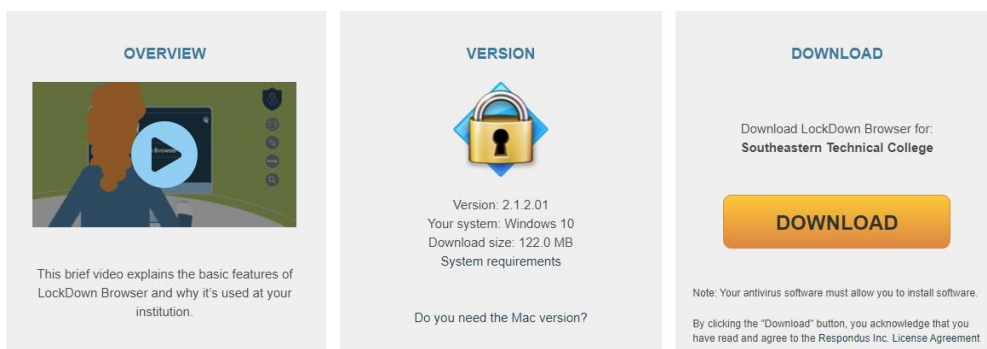
From the install screen (see picture below):

1. Watch an optional brief overview video that explains the basic features of Respondus.
2. Click the **System requirements** link to ensure your computer has the necessary requirements.
3. Click the **Do you need the Mac version?** link if you use a Mac.
4. Click the **INSTALL NOW** button to install. If you do not see Southeastern Technical College on the install section, you are not using the correct link.

To take a test using Respondus:

1. Double-click Lockdown Browser icon from the desktop to begin a test using Respondus
2. Respondus will automatically direct you to Blackboard to login
3. Locate exam in your course to begin

For **Chromebook users**, the install link will automatically direct students to the Chrome web store to install the browser extension (its' free). Once installed, students will access the Respondus exam from Blackboard instead of first clicking the Respondus icon on the desktop.



Guidelines for Using Respondus

- Select a location where you are comfortable having a video recording taken of yourself, your computer screen, and your workspace environment.
- Testing location should be free of distractions such as other people, TV, phones, etc. NO ONE should be in testing room with you.
- Clear desk of external materials not permitted. The testing area scan should include the entire workspace.
- Take exam in well-lit room.
- Sit directly in front of camera during exam.
- Keep device on firm surface to ensure quality video.
- Turn off ALL other devices and place them out of reach.
- Avoid wearing hats as this could hinder face detection.
- Your Respondus recording will be viewed by your instructor. Dress as you would for class.
- Before attempting test, be sure you have stable internet.
- Take a practice test provided by your instructor BEFORE taking real tests.
- You must show your STC ID before taking tests.
- If you have to leave the computer/camera/laptop, communicate what you are doing and why before leaving.
- If you experience issues during test, email your instructor immediately.

Windows 10/11 S Mode

Windows 10/11 S mode is a version of Windows that is streamlined for security and performance. To increase security, it allows only apps from the Microsoft Store and requires Microsoft Edge for safe browsing.

Windows 10/11 S mode is **not** a compatible operating system for Respondus Lockdown Browser, nor can Respondus LockDown Browser be obtained via the Windows App Store. At present, support for Windows 10/11 S Mode is **not** on the roadmap for Respondus LockDown Browser.

Student Options:

- **Turn off S mode.** Although Respondus is not compatible with S mode, the college does not require that S mode be turned off. To know if your computer is operating in S mode and for instructions to switch out of S mode, please read the [FAQ](#) from Microsoft regarding this switch. **Switching out of S mode is permanent.** See other options listed below for remote proctoring.
- **Use different device.** Use a device that does not operate with S mode.
- **Test on campus.** Plan to take tests on campus in pre-arranged lab or library.
- **Use different proctoring option.** Work with the instructor to have a test proctored using one of the options listed on the [Online Orientation Manual](#).