

# TECHNOLOGY ACCESS

## Logging In to Computers on STC Campuses

**Username:** students\9xxxxxxx

**Password:** Insert your BannerWeb 6 digit Pin

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Students and Staff can now access resources via the **mySTC portal**. Resources such as BannerWeb, Blackboard, Student Office 365 Email, Remote Lab Access (Citrix), Galileo, STC Facebook, YouTube, Twitter, among other informational links are available.

## mySTC

To access mySTC, complete the following steps:

- Go to [mySTC](http://www.southeasterntech.edu/about-stc/MySTC.php) (<http://www.southeasterntech.edu/about-stc/MySTC.php>) to go directly to the web page OR go to [www.southeasterntech.edu](http://www.southeasterntech.edu) and click mySTC at the top right of the web page. You may also click the **Current Students link**, or **Quick Links** on the [Southeastern Technical College](http://www.southeasterntech.edu) (STC) website at [www.southeasterntech.edu](http://www.southeasterntech.edu) to access mySTC.

When mySTC or the STC webpage is not accessible, students **can access the above resources directly** using the following external links:

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## Student Email (Office 365)

[Office 365 Portal Login](https://portal.office.com) (<https://portal.office.com>)

When you first access the Office 365 email, you may have to answer two questions before being able to login. Login as follows.

Office 365 Username: 9xxxxxxx@students.southeasterntech.edu

Office 365 Password: insert your BannerWeb 6 digit Pin

You will need to use your named email accounts (3rd party id) from STC to send email from this point forward. You can find your 3rd party email address in the email portal by clicking the icon in the upper right corner - click view account - click personal information. You will then see your email address with your named email address on the right. (i.e. jdoe1@students.southeasterntech.edu). Write your new college email address down.

### For Instructors Only

Instructor Username: (instructor email address is FLast@southeasterntech.edu)

Instructor Password: (insert your computer network password)

## [To install Office 365 on your home machine](#)

<https://support.office.com/en-us/article/Download-and-install-or-reinstall-Office-365-or-Office-2016-on-a-PC-or-Mac-4414eaaf-0478-48be-9c42-23adc4716658?ui=en-US&rs=en-US&ad=US>

In order 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.

## [BlackBoard](#)

<https://southeasterntech.blackboard.com>

Click the "Click Here" Logo to access a login screen

**Username:** 9xxxxxxx (insert your student id number)

**Password:** enter your usual six-digit BannerWeb PIN as your password to login.

### **For Instructors Only**

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

Instructor Password: (insert your regular computer password)

## [Remote Lab](#)

<https://apps.southeasterntech.edu>

Student Username: students\9xxxxxxx (insert your student id number)

Student Password: Insert your BannerWeb 6 digit Pin

### **For Instructors Only**

Instructor Username: stc\<username> (fill in with your regular computer login name)

Instructor Password: (insert your computer network password)

## [BannerWeb](#)

<https://hammerhead.southeasterntech.edu:9443/ssomanager/c/SSB>

At the Login Screen

**Username:** 9xxxxxxx (insert your student id number)

**Password:** Insert your BannerWeb 6 digit Pin

### **For Instructors Only**

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

Instructor Password: (insert your regular computer password)

# TECHNOLOGY ISSUES

We strongly encourage all students to **NOT** use Internet Explorer.

## How to clear Browser History

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**, Click **Advanced**, Click **Clear Browsing data**, click **clear data**. Close your browser and reopen.
- **Firefox** – Click the 3 lines at the top menu – Click **Options**, Click **Privacy & Security**, Click **Clear your recent history**, click **Clear now**. Close your browser and reopen
- **Internet Explorer** – Click **Tools** (gear symbol), Click **Internet Options**, Click Privacy Tab, Click **Clear Sites**, Click **ok**. Close your browser and reopen.

## 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? Does it feel like it resembles a 'Failure to Launch'?

Don't be worried! This is an easy fix and it's simply your Pop-UP Blocker.

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 or Internet explorer 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**. For more information about turning off pop-up blocker on your machine, please select your current web browser:

- **Chrome** – Click the 3 dots at the top menu – Click **Settings**, Click **Advanced**, Click **Content Settings**, click **Pop-ups and redirects**, Under Allow section click **Add**, Enter the web address that is being blocked. Some addresses are listed below for most courses. Close your browser and reopen.

[\*.]southeasterntech.blackboard.com

[\*.]cengage.com

[\*.]ng.cengage.com

[\*.]testout.com

- **Firefox** – Click the 3 lines at the top menu – Click **Options**, Click **Privacy & Security**, Scroll down to Block pop-up windows, Click **Exceptions**, click Enter the web address that is being block. Some address are listed below for most courses. Click **Allow**, *repeat for each address, click **Save Changes***, Close your browser and reopen
- **Internet Explorer** – Click **Tools** (gear symbol), Click **Internet Options**, Click Privacy Tab, Click **Settings**, Enter the web address that is being block. Some address are listed below for most courses. Click **Add**, *repeat for each address, click **Close***, Close your browser and reopen.

### Websites to add to Pop-Up Blocker Exceptions Lists

Students will need to add the following address to the Pop-Up Blocker Exceptions list for Southeastern Technical College, Cengage, Mindtap, and SAM. Any other books/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>
- <http://www.cengagebrain.com>
- <http://testout.com:80>

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

- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Google Chrome](#)
- [Safari](#)