

## FAQ's

1. Q: How can I download free Office 365?

**A: To download free Office 365, simply click on the link below. you must have your school email address to download.**

<https://products.office.com/en-us/student/office-in-education>

2. Q: I'm moving to another office location. Should I call District IT to move my computer/printer for me?

**A: The Facility and Auxiliary departments are responsible for moving and conducting inventory of the college's equipment; including computers and other technical equipment. IT will help disconnecting and reconnecting computer/Printer equipment.**

3. Q: My printer is out of toner. Can the Service Desk bring me toner and install it in my printer?

**A: The toners are provided through the automated Managed Print Services program. You may send an email to [printersupport@wcccd.edu](mailto:printersupport@wcccd.edu) if you want to report a printer issue.**

4. Q: How long do I have to wait to get my computer fixed after submitting a Servicedesk ticket?

**A: Repairs can vary from an estimated repair time of immediate to several days or more. Hardware issues may take longer than other issues if repair parts have to be ordered. In addition, the priority of the trouble is highly factored into the repair time.**

5. Q: How can I access my email from home?

**A: Please visit [email.wcccd.edu](http://email.wcccd.edu) (Outlook Web App) and enter your user name and password to login.**

6. Q: How often should I change my password? (staff/faculty only)

**A: Your password is required to be changed every 90 days.**

7. Q: Why do I change my password so often?

**A: Changing your password keeps WCCCD email accounts safe and secure.**

8. Q: What is my User ID? (staff/faculty)

**A: Your user ID is comprised of your first initial followed by the first six letters of your last name and a numerical designation.**

**For example, Sample Faculty - SFaculty1**

**your e-mail address would be - SFaculty1@wcccd.edu**

9. Q: What is my A number?

**A: Please contact the Division of Human Resources at (313) 496-2765 for assistance.**

10. Q: Can I change my existing WCCCD email address to a different email address?

**A: Due to District policies and procedures, changing your e-mail address is not an option, however, your full name as displayed in the system can be changed.**

11. Q: Why am I having problem with send/Receive E-mails?

**A: Please check following folders below to make sure they are not full.**

- Inbox
- Sent Items
- Deleted Items

If the above options are not working, call the District IT ServiceDesk at (313)496-2666 for further assistance.

12. Q: Where can I locate information regarding WCCCD Faculty selection?

**A: Please contact the District Campus Support Services Department at (313)496-2345 for assistance.**

13. Q: How do I enter my grades?

**A: Please visit the Faculty staff resources page (Click link below)**

<http://www.wcccd.edu/fs/pdf/FacOnlineGuide.pdf>

14. Q: How do I enter class attendance?

**A: Please visit the Faculty staff resources page (Click link below)**

[http://www.wcccd.edu/fs/pdf/Attendance%20Instructions%20\\_2\\_.pdf](http://www.wcccd.edu/fs/pdf/Attendance%20Instructions%20_2_.pdf)

15. Q: If I mistakenly made an error in grade submission, how can I change it?

**A: Please visit the Faculty staff resources page (Click link below)**

<http://www.wcccd.edu/fs/pdf/FacOnlineGuide.pdf>