

BE PREARED!

All online students should be ready with a backup plan and know what to do if technology fails. Here are a few resources to help you successfully navigate technology issues.

DESIRE2LEARN ACCESS

The best way to access Desire2Learn is through your MyPCC account. If that fails, you can always log in at <https://online.pcc.edu>

If there is a major outage that affects all classes, instructors will be notified. Check with your instructors for any updates on course deadlines.

PCC ALERTS

In the event of a school closure, network outage, or other significant event, PCC will post updates to <http://alert.pcc.edu>

In the case of a major network outage, help desk phones may not be operating. Our VOIP phones use the same network.

FLASH ALERT

The college uses an emergency alert system call Flash Alert that will send you a text message or a mobile push notification with critical updates. You can sign up for these notifications at <http://flashalert.net>

ONLINE COURSE PROBLEMS

If you ever experience a technology failure within your online course (like a quiz or assignment that won't submit) contact the Student Help Desk for assistance, but don't forget to notify your instructor as well.

The best way to contact your instructor is always through D2L email. If D2L is down, check the staff directory for their PCC email and phone information.

PERSONAL TECHNOLOGY ISSUES

If your personal computer or home internet connection ever fails, don't fall behind in your classes. Have a backup plan so you can still access your online class. Some options to consider include:

- On campus computer labs
- Public libraries
- Friends and family

STUDENT HELP DESK

The Student Help Desk offers extensive service hours, online resources, technology status updates, and support via phone, email and online chat.

- Website address - <http://www.pcc.edu/shd>
- Technology status feed - <https://twitter.com/pccdlstatus>

Even if the website is down, you can always check the technology status feed for updates about known technology issues