A state-of-the-art wireless network is deployed across the campus, and there are different wireless networks available:

LCC-EMP (for faculty and staff)
LCC-STU (for active credit students)
LCC-GUEST (for guests)

Username/ID: Your ID is the first part of your student e-mail address before the @ symbol. Example: jsmith12 of jsmith12@mail.lakelandcc.edu

Password: Your default password was emailed to you when you applied as a student.

You must have a wireless (Wi-Fi) adapter that supports WPA-2 Enterprise with PEAP authentication and an active account to access our wireless network. Lakeland Community College's Help Desk can help you connect to the most popular still supported operating systems (Windows, Mac, iOS, Android). Instant messaging and printing are disabled.

Wireless access points can be found in most places on campus and at the offsite center at Lakeland East. If you are not able to connect, move to another spot.

Support for on-campus wireless access is available from the Help Desk via phone 440-525-7570 or email at lcchelpdesk@lakelandcc.edu or walk-in to C-2060.

(See Help Desk hours on the next panel.)
The Customer Services Department provides a Help Desk service on campus for all students for:

As well as password resets, spyware, malware issues and other computer software problems for Mac and PC.

Ask about our laptop Tune-Up service!

**WHAT SERVICES DO WE PROVIDE?**

**HOW ARE YOU GOING TO CONTACT US?**

**PHONE**
You can call the Help Desk at **440-525-7570** during the hours of operation listed on the back of this brochure.

**WALK-IN**
Walk in help is available in **C-2060** (across from the C-building elevator on the second floor) during normal working hours. (see other side of flyer)

**EMAIL**
lcchelpdesk@lakelandcc.edu

**CHAT**
Live chat is available with Help Desk Personnel during normal business hours. Look for the Live Help button on Lakeland web pages.

**AFTER HOURS**
After-hours issues can be reported 24 hours a day seven days a week via our voice mail or eMail services. Simply leave the message with the spelling of your name, your Lakeland ID number, and a return phone number. To report a critical after-hours system down issue such as myLakeland, Blackboard, or email please contact the Campus Police Department at 440-525-7241.

**WHO ARE YOU GOING TO CALL?**

Help Desk Personnel:
Joe Colby  
Help Desk Coordinator
Jeff Eippert  
Help Desk Analyst
Sherry Kocevar  
Help Desk Analyst
Help Desk student workers

If you need critical or urgent help, please call us immediately. After Help Desk hours follow the prompts on the voice menu to be connected to the Campus Police (440-525-7241). They will contact the proper technical personnel to take care of your problem.