

WIRELESS INTERNET ACCESS AT LAKELAND

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 stu-
dents)

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 au-
thentication and an active
account to access our wireless net-
work. Lakeland Community College's Help Desk
can help you connect to the most popular still sup-
ported operating systems (Windows, Mac, iOS,
Android). Instant messaging and printing are dis-
abled.

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 an-
other 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.)

Help Desk Hours Spring and Fall:

Monday—Thursday
8am—8pm

Friday
8am—5pm

Saturday
9:00am—4:00pm

C-2060
lakelandcc.edu/help



Lakeland Community College
Customer Services Department

7700 Clocktower Dr.
Kirtland, OH 44094

Phone: 440-525-7570
C-2060

Email: lcchelpdesk@lakelandcc.edu

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CUSTOMER SERVICES HELP DESK

Lakeland Community
College
Customer Services
Department



Service with a Smile :-)

440-525-7570
C-2060

lakelandcc.edu/help
lcchelpdesk@lakelandcc.edu

WHAT SERVICES DO WE PROVIDE?

The Customer Services Department provides a Help Desk service on campus for all students for:

myLakeland

 Blackboard

myLakeland
STUDENT EMAIL



PrintAssistant

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

Ask about our laptop Tune-Up service!

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.

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