Delgado
COMMUNITY COLLEGE

Office of Information Technology

MAIN OFFICE

City Park Campus

615 City Park Avenue

Building 10, Suite 201

New Orleans, LA 70119

OIT HELP DESK

Business Hours:

Monday - Friday, 8:00 am - 4:30 pm.

Support Line:

(504) 671-5500

Email:

dcchelpdesk@dcc.edu

Connect with us via ConexED:

https://delgadocc.craniumcafe.com/login.

Webpage:

https://www.dcc.edu/administration/offices/information-technology/services.aspx

Technology Safety Tips

Be cautious of potentially malicious emails, phone calls, and text messages that appear to be from legitimate sources. Cybercriminals often use these methods to trick you into revealing personal information or downloading harmful software. To stay safe online, follow these guidelines:

- Always verify the sender's identity before responding or clicking on any links.
- Use strong, unique passwords for your accounts and enable two-factor authentication whenever possible.
- Exercise caution with unsolicited messages and phone calls. Never share sensitive information through unsecured channels.
- Regularly update your software and antivirus programs to protect against the latest cyber threats. Stay vigilant and informed to keep your digital life secure.

If you receive a suspicious email, text message, or phone call regarding your Delgado account, please report it to the Office of Information Technology for further investigation at oitsecurity@dcc.edu or dcchelpdesk@dcc.edu.

How do I find my Delgado email address?

- Go to https://my.lctcs.edu/.
- Log on to LoLA with your Delgado username and password.
- Under **Self Service Banner,** click **Personal Information.**
- Click **Personal Information** again.
- Your Delgado email address will be listed under **Campus Email.**

How do I find the Student Technology Resources page on the OIT website?

- Go to www.dcc.edu.
- Hover over the **About** tab.
- Select **Administration > Additional Administrative Offices > Office of Information Technology.**
- On the left navigation menu, select **Student Technology Resources.**
- Here you will find quick links to email FAQs and other online resources.

How do I unlock my Delgado email account or reset the password?

- From your computer or laptop, visit https://password.dcc.edu/.
- Select **Reset my password** or **Unlock my account.**
- Select **Reset My Password.** When the site prompts you for your username, please enter everything before the @dcc.edu of your Delgado email address. Also, if the site requests your LoLA ID Number for one of your security questions, please include the "L".
- **Password Base Criteria:**
  Minimum password length - 12 characters
  Password complexity must contain at least three of the four categories:
  English upper-case characters (A-Z)
  English lowercase characters (a-z)
  Base digits (0-9)
  Non-alphanumeric characters (@, %, #, etc.) Previous passwords cannot be used. Password cannot contain your name.
- If you continue to have issues, send a screenshot or photo of your error to dcchelpdesk@dcc.edu.

May I access Delgado email while traveling abroad?

Yes. To request access, email dcchelpdesk@dcc.edu for instructions.

If you have technology-related questions, concerns, or need assistance, please email dcchelpdesk@dcc.edu, call (504) 671-5500, or connect with us via ConexED https://delgadocc.craniumcafe.com/login. Browse the OIT website for the latest technology announcements, projects, and system updates.

- First-time students who enroll during early or regular registration can typically access email within two weeks of the first day of class.
- *First-time students who enroll during late registration, email accounts are created daily through the 14th class day of the semester.
- In summer sessions, email accounts are created daily through the 7th class day of the semester.

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How do I update the phone number on my Delgado email account to verify my identity?

As a security measure, Microsoft requires a phone number as part of the initial login and verification process when signing into your Delgado email account for the first time. If you need to change the phone number, email dcchelpdesk@dcc.edu for further instructions.

Adobe Creative Cloud for Students

Students can access Adobe software in designated academic computer labs. If you are enrolled in business or technology courses, ask your instructor or contact the Schools of Business or STEM to find out if you are eligible for a free license to use for your coursework.

For a discounted rate, students can purchase the software: Adobe Creative Cloud for students and teachers | Adobe Creative Cloud.

Microsoft 365

Delgado students and employees can install Microsoft 365 software for free on up to five devices (PCs, Macs, tablets, and smartphones). Instructions are as follows:

- Go to: http://outlook.com/dcc.edu.
- Enter your Delgado email username and password then click **Login**.
- Click the **Account manager** button in the top right corner of the screen.
- Click on **View account.**
- Click the **App launcher** button in the top left corner of the screen.
- Click **Microsoft 365.**
- Click **Install and more.**
- Click **Install Microsoft 365 apps.**
- Under **Office apps & devices,** click **Install**

Microsoft OneDrive

If you are not currently saving your files & data to Microsoft One Drive, OIT strongly encourages you to do so.

- Learn how to get started with Microsoft 365 from your browser using your Delgado email login information
- Get online training and quick start guides for Microsoft 365

Microsoft Teams

Microsoft Teams for chat, and virtual meetings is universally installed on all Delgado desktops and laptops. The mobile phone app is available for download in the Apple and Google Play App stores.

Here are some helpful links:

- Start a call from a chat in Teams (microsoft.com)
- Use the dial pad to make a call (microsoft.com)
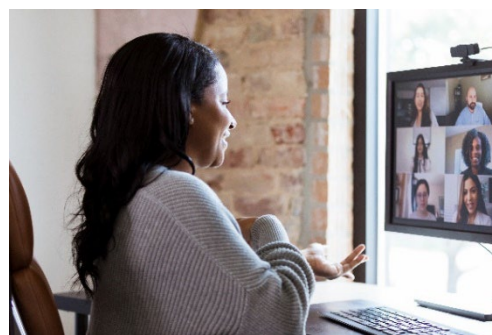
Wi-Fi

DOLPHIN-WIFI is a secured network accessible only to Delgado students and employees. Log in with your Delgado email address and password. Students and employees are strongly encouraged to use DOLPHIN-WIFI for their work and academic needs.

DOLPHIN-GUEST is an unsecured network available for public use. It has restricted access to College resources and does not require login credentials.

Please visit the Wi-Fi Access page on the OIT website or contact the OIT Helpdesk via email dcchelpdesk@dcc.edu or by phone (504) 671-5500 for assistance.