Tech Tips for Navigating SSC Tools

This reference guide will provide tips for navigating the various technology tools and resources at Stark State College (SSC).

Digital Resources Available to You:

Tool/Resource	Description	Location
Blackboard	This is the Learning Management System (LMS) SSC uses for most face-to-face courses and all online courses. You will find the course syllabus, instructional materials, and assignments here.	blackboard.starkstate.edu **NOTE:** You should **not** use the link on mySSC to access Blackboard.
Gmail – SSC email	This is the email address for all College communications. The College will ONLY communicate with you using your SSC email.	http://mail.google.com/hosted/starkstate.net
mySSC	This website contains important information, including your current schedule, registering for classes, ordering textbooks, parking passes, tutoring schedules, and other resources available to you as a student.	myssc.starkstate.edu
Digital Library	This is your best tool for research! You can chat with a librarian, search databases for published articles, and access e-books.	libguides.starkstate.edu
Help Desk Services	This is where you go if you need technical support for any SSC tools, including Blackboard, mySSC, and Gmail.	starkstate.edu/current-students/helpdesk/
Computer Bare Basics Workshop & Technology Help	If you need help navigating any technology tools, you can attend a free workshop or schedule one-on-one training.	One-on-one training – contact Dr. Fuline at (330) 494-6170 ext. 5277 or sfuline@starkstate.edu Workshops – see the attached flyer for dates, times, and locations.

Accessing Your Accounts

Computer Sign-On Information:
User Name – first initial of first name, last name, two-digit birth month, and two-digit birth day.
Password – first initial of first, middle, last name, period, and first six of your social security.
> Example: Fred M. Smith was born on June 15 with social security number 215-85-4372
> User Name – fsmith0615
> Password – fms.215854

Email Information:
Email address – first initial of first name, last name, two-digit birth month, and two-digit birth day
followed by @starkstate.net
> Example: Fred M. Smith was born on June 15
> Email address – fsmith0615@starkstate.net
Please Note – Your email address is used to sign in to mySSC and Blackboard.

How to Access SSC Email Account (Gmail):

1. Open a web browser (**RECOMMENDED BROWSERS**: Chrome, Edge, Firefox. Do **NOT** use Safari).
2. On the address bar, type **http://mail.google.com/hosted/starkstate.net**.

3. Type your **SSC email address** and click **Next**.

4. Enter your **Password** and click Next.
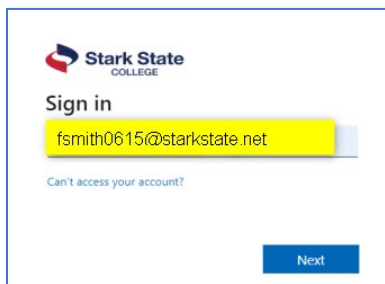
Accessing Courses in Blackboard:

Blackboard is the Learning Management System (LMS) used in all online courses and most face-to-face courses.

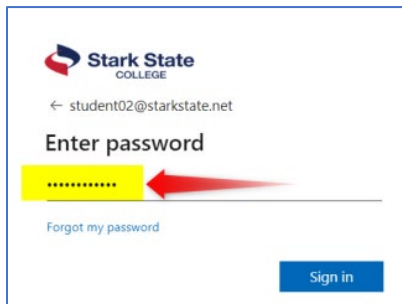### How to Access Courses:

1. Open a web browser (Chrome, Edge, Firefox).

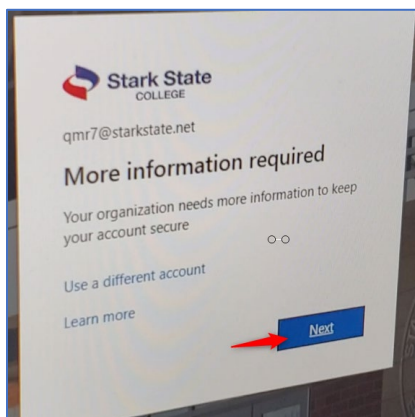2. On the address bar, type **blackboard.starkstate.edu**.

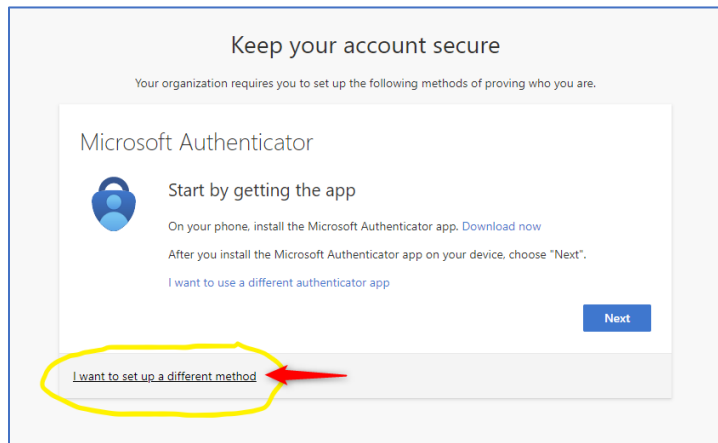3. Enter your **SSC email address** and click on **Next**.

4. Enter your **password** and click on **Sign In**. This is the same password as your computer sign-on.
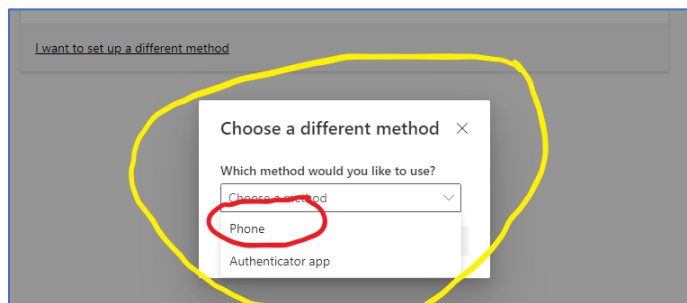

5. You will receive a message saying, "More Information Required." Click on Next.
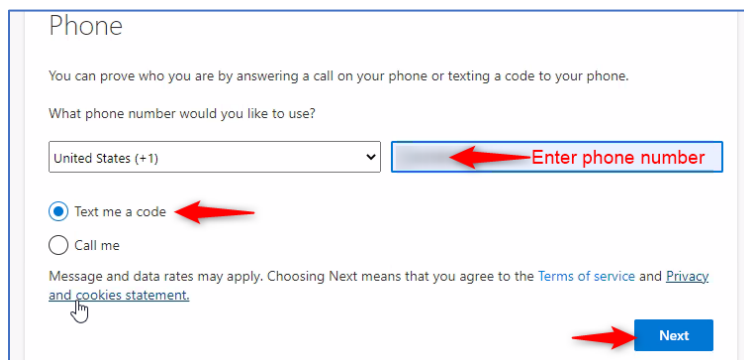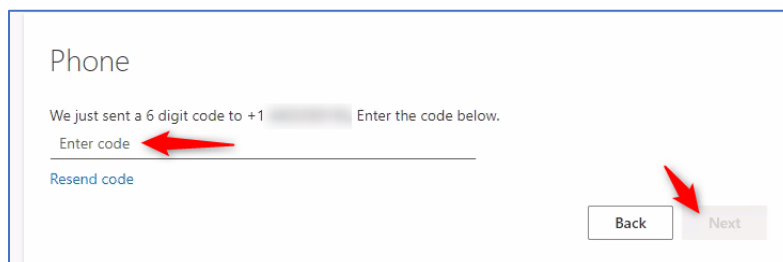
6. Click on **I want to set up a different method**.

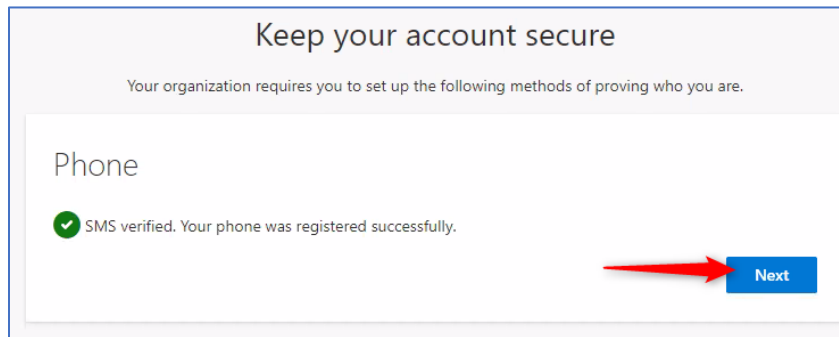7. Use the **Choose a different method** drop-down and select **Phone.**

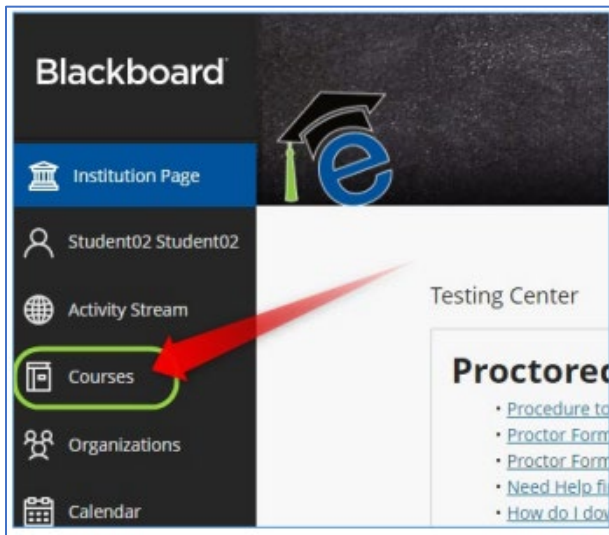8. Enter your **phone number**, select **Text me a code**, and click **Next**.

9. Check your Phone for the code, enter it on the computer, and click **Next**.
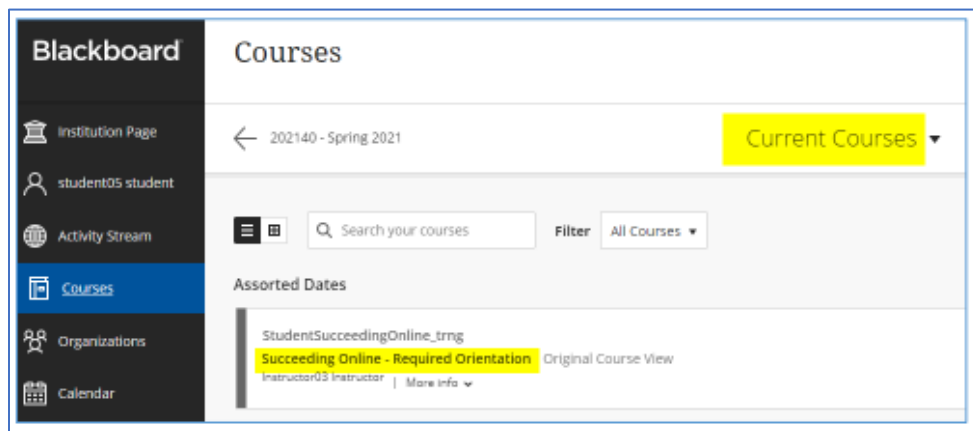
10. Click **Next**.

11. To access your courses, click the **Course** link on the navigation.

12. If you are registered for Web 2, 3, or 4 classes, you will be required to complete the Succeeding Online Orientation in order to access your classes.
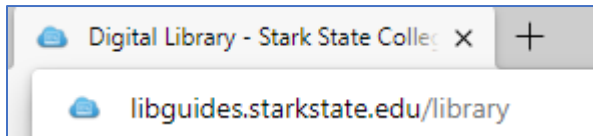

After completing the orientation, your classes will automatically appear on the Courses page.

The Digital Library

Providing quality resources and professional library information services to help with your research and learning. You can access one-on-one assistance for online research, live online reference help, and scholarly databases.

How to Access the Digital Library:

1. Open a web browser (Chrome, Edge, Firefox).

2. On the address bar, type **libguides.starkstate.edu/library**.

3. Once on the website, you can chat with a librarian, make an appointment to meet with a librarian, search scholarly databases, review plagiarism and citation help, and access E-books.
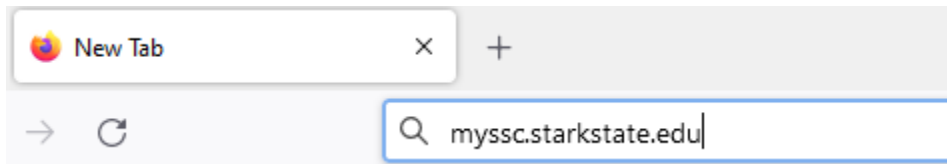
mySSC

This website shows your student information, including your current schedule and balance owed. It's also where you can find information on parking passes, textbooks, and academic support, including tutoring. You can also access your email from this website.

How to Access mySSC:

1. Open a web browser (Chrome, Edge, Firefox).

2. On the address bar, type **myssc.starkstate.edu**.

3. You will log in using your SSC email address and password.

4. The website will ask you to authenticate.

5. Once you authenticate, you will be directed to the website. You can explore the tools on the left side of the page or use the search to locate specific content.

Help is Available!

Computer Bare Basics Workshops & Technology Help:

Workshops and one-on-one sessions are offered to help you navigate the technology tools we use at SSC.

COMPUTER BARE BASICS WORKSHOPS & TECHNOLOGY HELP

FREE

Workshop Dates:

MAIN CAMPUS- M200
TUESDAY 8/22 10:30-12:30PM
WEDNESDAY 8/30 4:30-6:30PM
MAIN CAMPUS-M205
TUESDAY 8/29 2:00-4:00PM
TUESDAY 9/12 2:00-4:00PM

AKRON CAMPUS- A004
WEDNESDAY 8/23 4:00-6:00PM
THURSDAY 8/31 1:00-3:00PM

Stark State COLLEGE

Or schedule one-on-one appointments anytime to receive help with:

- ITD100
- e-mail or internet
- new student orientation
- blackboard or banner
- much more

Contact Dr. Fuline
330-494-6170 ext. 5277 or
sfuline@starkstate.edu

Help Desk – Technical Support

Help Desk Services provides the first line of technical support for Stark State College. You should contact the Help Desk if you are having difficulty logging in to any of the SSC tools, can't connect to the WiFi, are not seeing your classes or content in Blackboard, or experiencing issues when using any of the SSC technology tools.
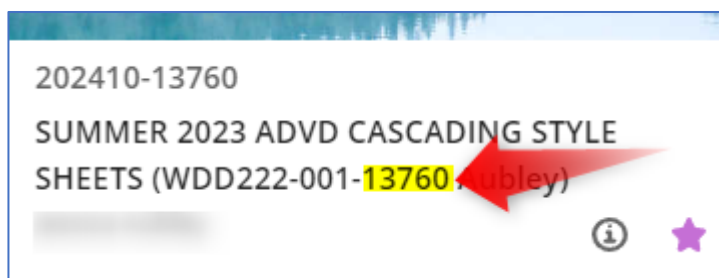
How to Contact the Help Desk:

There are several ways to contact the help desk for assistance:
- Website: helpdesk.starkstate.edu
- Phone: 330-494-6170, Ext. 4357 (HELP)
- Email: helpdesk@starkstate.edu
- In Person: The Help Desk is located on the main campus in B219

NOTE: If you have questions regarding Blackboard, you must provide the Help Desk with the CRN of your courseThe CRN can be found in the class syllabus or at the end of the course listed in Blackboard.

Example: The CRN is highlighted in yellow.

Other helpful information to include, the week where the problem exists, the name of the assignment, the name of the instructor.