

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

## 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

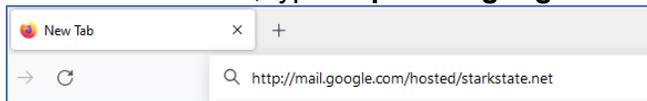
Example: Fred M. Smith was born on June 15

Email address – fsmith0615@starkstate.net

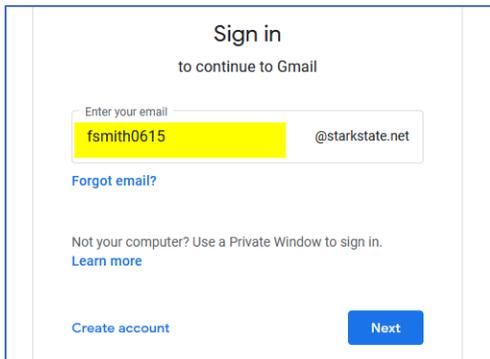
Please Note – Your email address is used to sign in to mySSC and Blackboard.

### How to Access SSC Email Account (Gmail):

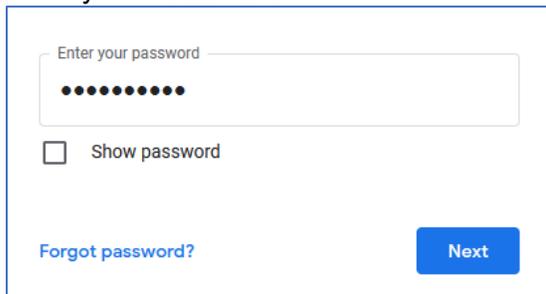
1. Open a web browser (**RECOMMENDED BROWSERS:** Chrome, Edge, Firefox. Do **NOT** use Safari).
2. On the address bar, type **http://mail.google.com/hosted/starkstate.net**.



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

A screenshot of the Gmail sign-in page. The page title is "Sign in to continue to Gmail". There is a text input field labeled "Enter your email" containing the text "fsmith0615" followed by "@starkstate.net". Below the input field is a link "Forgot email?". There is also a link "Not your computer? Use a Private Window to sign in. Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".

4. Enter your **Password** and click **Next**.

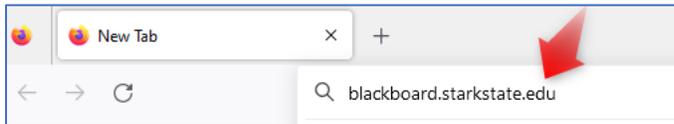
A screenshot of the Gmail sign-in page, specifically the password entry section. It shows a text input field labeled "Enter your password" with masked characters represented by black dots. Below the input field is a checkbox labeled "Show password" which is currently unchecked. At the bottom left is a link "Forgot password?" and at the bottom right is a blue button labeled "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**.



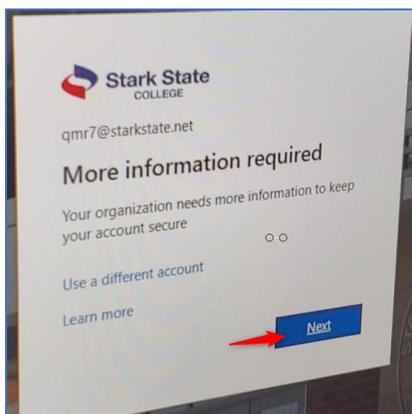
3. Enter your **SSC email address** and click on **Next**.



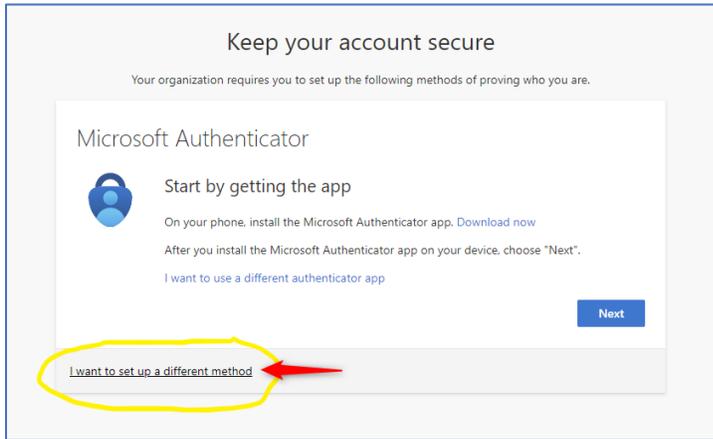
4. Enter your **password** and click on **Sign In**. This is the same password as your computer sign-on.



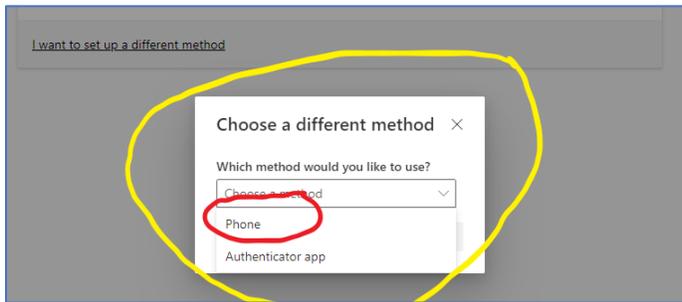
5. You will receive a message saying, "More Information Required." Click on Next.



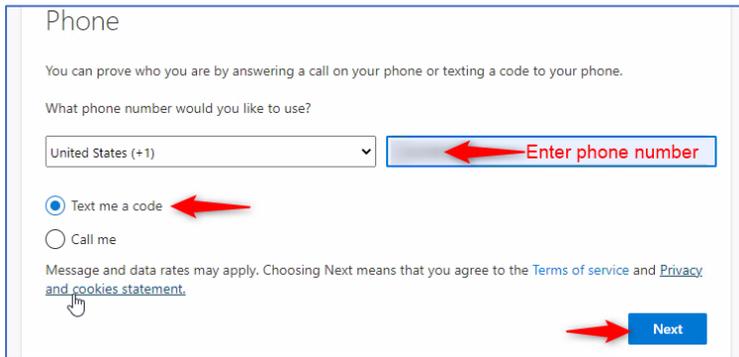
6. Click on **I want to set up a different method.**



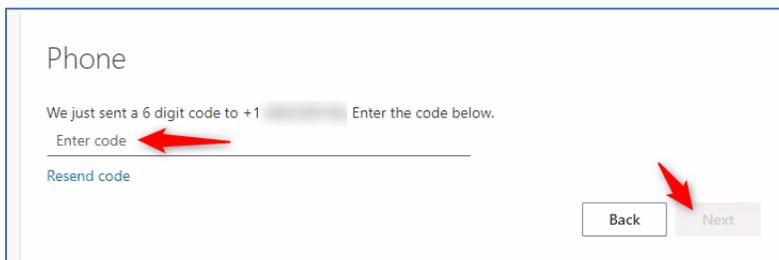
7. Use the **Choose a different method** drop-down and select **Phone**.



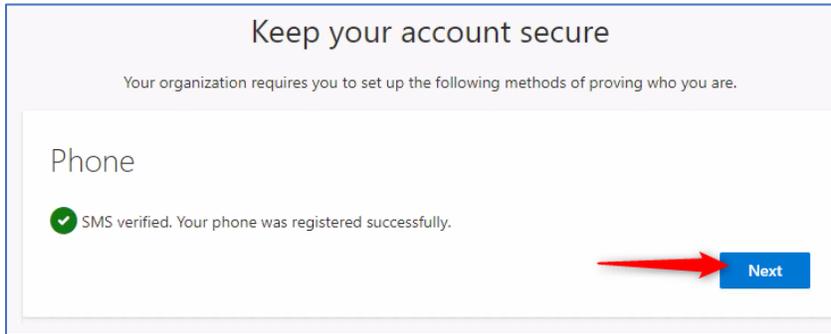
8. Enter your **phone number**, select **Text me a code**, and click **Next**.



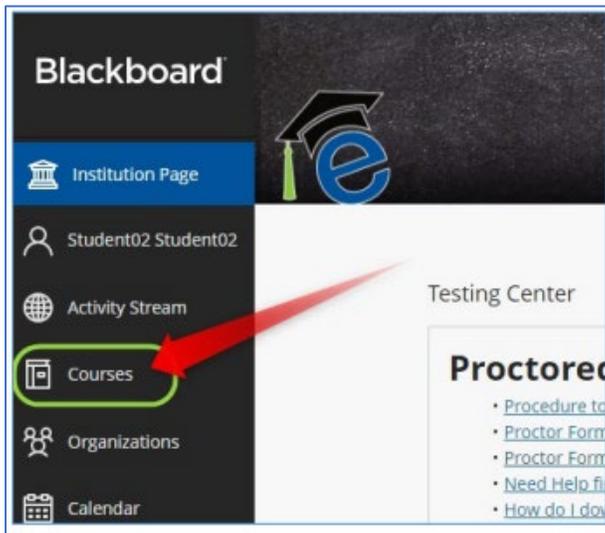
9. Check your Phone for the code, enter it on the computer, and click **Next**.



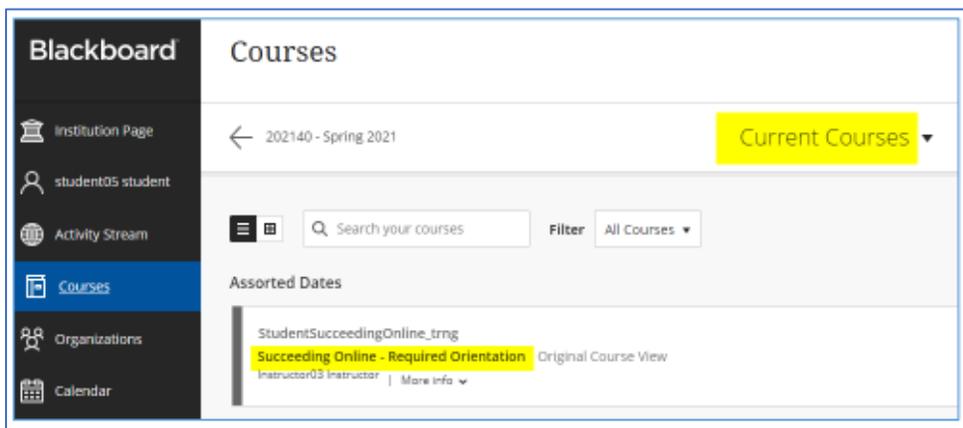
10. Click **Next**.



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.



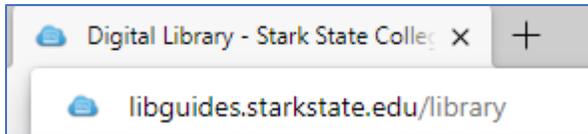
After completing the orientation, your classes will automatically appear on the Courses page.

# 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.

A screenshot of the Stark State Digital Library website. The page features a navigation bar with the Stark State College logo and the text "Stark State Digital Library / LibGuides / Stark State College / Digital Library". The main content area includes a "Ask a Librarian!" chat form, a "Fake News, What is real?" banner, a "Library Lessons" section, and a "DATABASES, eBooks, & OTHER RESEARCH RESOURCES" section with links to "A-Z List of Databases", "Databases by Subject", "Book Catalog", "E-books", and "Plagiarism and Citation Help". There are also buttons for "REQUEST AN APPOINTMENT WITH A LIBRARIAN", "BOOK A LIBRARY CLASS", "VIEW LIBRARY CALENDAR", and "MY LIBRARY ACCOUNT". A "Summer Hours" table is displayed on the left, and a "LENDING LIBRARY" section is on the right.

**Ask a Librarian!**

Name (blank=anonymous)

Welcome to LibChat. Please tell us where you are chatting from?

Your Question\*

**Start Chat**

If chat is unavailable please leave a message. We will get back to you by the next business day.

**Summer Hours**

Monday	9:00am-4:00pm
Tuesday	9:00am-4:00pm
Wednesday	9:00am-4:00pm
Thursday	9:00am-4:00pm
Friday	9:00am-3:00pm

\*Librarians are available to chat [online](#) or you can schedule an appointment by [clicking this link](#).

**FAKE NEWS What is real?**

Fake News, What is real?

**Library Lessons**

**REQUEST AN APPOINTMENT WITH A LIBRARIAN**

**BOOK A LIBRARY CLASS**

**VIEW LIBRARY CALENDAR**

**MY LIBRARY ACCOUNT**

**DATABASES, eBooks, & OTHER RESEARCH RESOURCES**

**A-Z List of Databases**

**Databases by Subject**

**Book Catalog**

**E-books**

**Plagiarism and Citation Help**

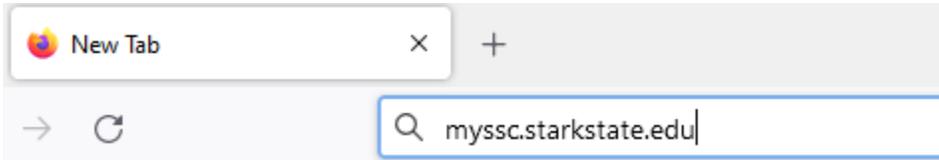
**LENDING LIBRARY**

# mySSC

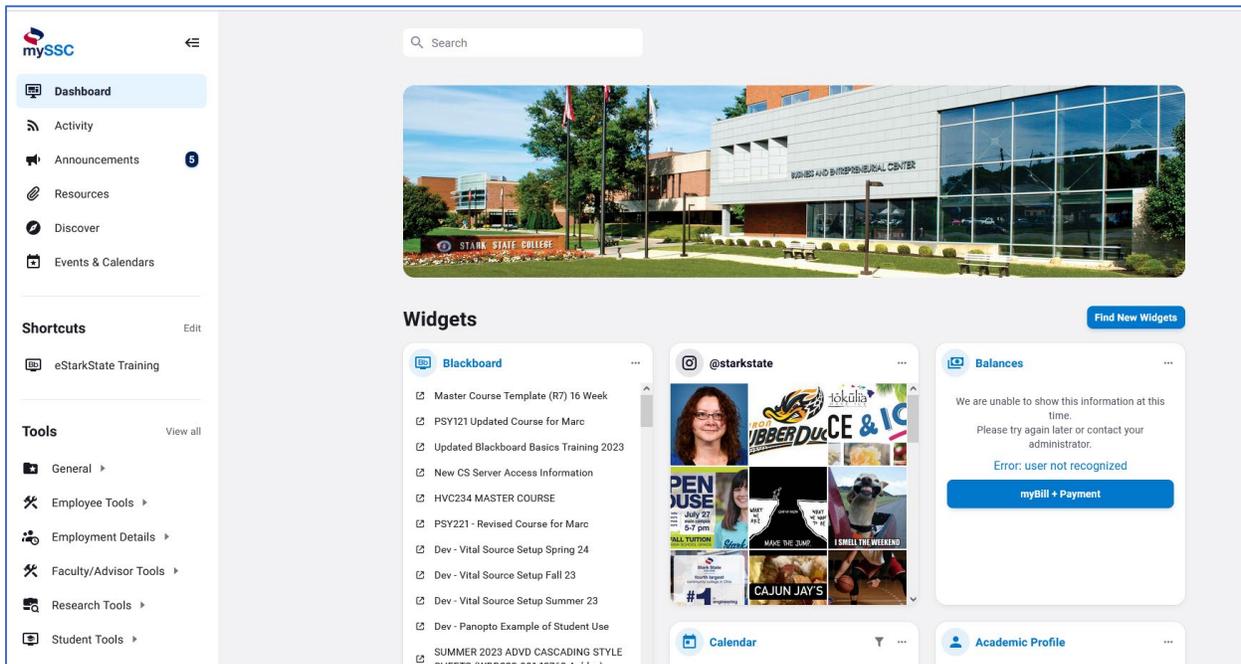
This website shows your student information, including your current schedule and balance owed. It's also where you can find information on parking passes, textbooks, and academic support, including tutoring. You can also access your email from this website.

## 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.

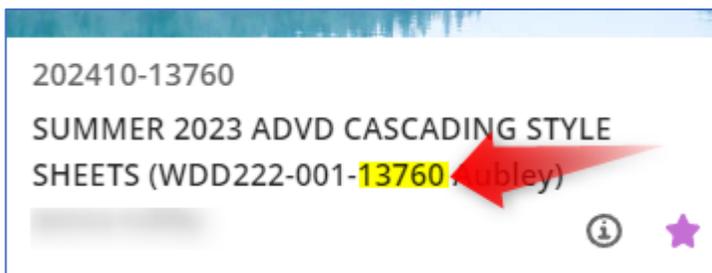
### How to Contact the Help Desk:

There are several ways to contact the help desk for assistance:

- Website: [helpdesk.starkstate.edu](https://helpdesk.starkstate.edu)
- Phone: 330-494-6170, Ext. 4357 (HELP)
- Email: [helpdesk@starkstate.edu](mailto: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 course. The 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.