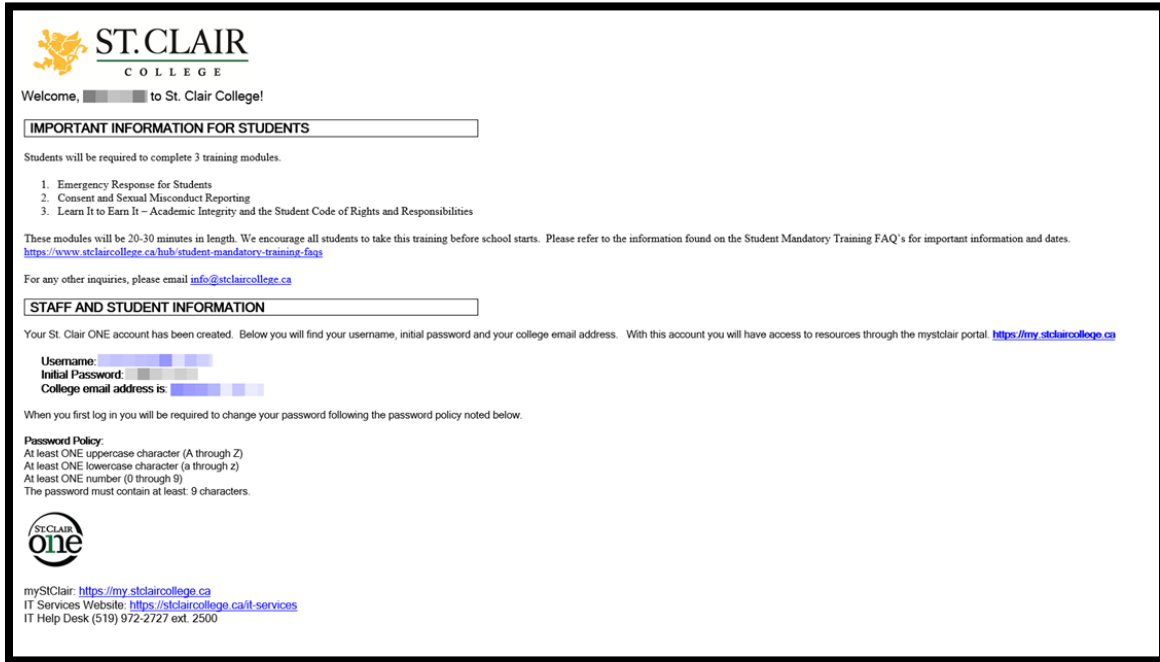


Student IT Orientation Information

Welcome to St. Clair College. By now, you should have received an email containing your student account information, your login username (W#####@myscc.ca) and your temporary password. You may have already set your own unique password as well.

If you haven't received your email, please check your Junk/Spam folders. The email will come from stclairone@stclaircollege.ca and will look similar to the example below.



(*)Please note that the college will not send unsolicited emails regarding employment opportunities, request money or information via email. If you receive any suspicious emails, you can report it to REPORTSPAM@stclaircollege.ca)**

These student credentials are your keys to all the college systems. Student Information Service (SIS), Blackboard, Online Apps (Microsoft O365, etc), Open Lab. It is imperative to remember this information because it is used everywhere to verify your identity. Some systems like SIS and Blackboard might prompt you to enter this information before you can access them.

If you ever forget what your password is, the original welcome email has a couple of links at the bottom for the Self-Service Password Reset (SSPR). The first link will walk you through the SSPR registration process, and the second link will bring you to the actual password reset.

SSPR to complete the one-time registration: <https://aka.ms/ssprsetup>

If you ever forget your password, just go here to reset: <https://passwordreset.microsoftonline.com/>

MFA Requirements:

With today's ever-changing cyber-security landscape, the college will soon require you to use Multi-Factor Authentication (MFA). This is a way for certain systems to do a second check of who has entered the login credentials. You can find additional information on what MFA is, and how to set it up here: [Microsoft Multi-Factor Authentication - All What You Need To Know](#)

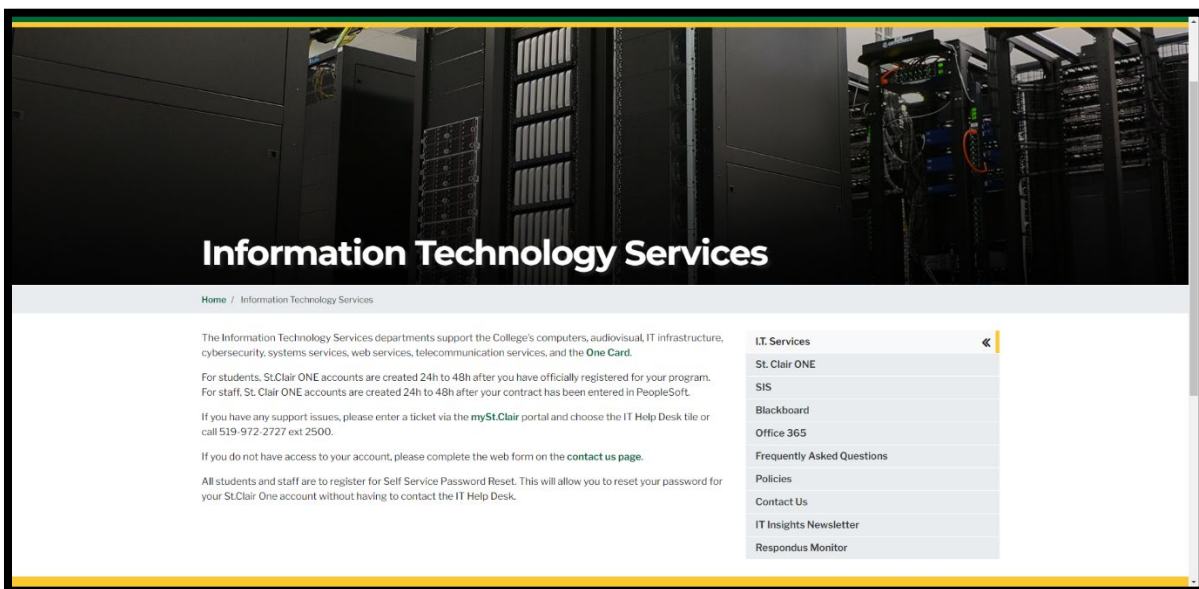
Where to Find Help When You Need It:

St. Clair offers student IT support through several different channels including phone/walk up support, self-service ticket submission and online resources.

The **Helpdesk** is currently located on the 2nd at **room number A2131**. They can offer some in-person support as well as help over the phone at **extension 2500. Mon-Thu 8:00am to 8:00pm, Fri 8:00am to 7:30pm.**

To open your own support ticket, you can go through the IT Help Desk tile on the Portal page. This allows you to enter your own information. Please provide as much detail as possible about the issue (any error messages, steps taken, callback info) to expedite the resolution. You can find the Self-Service here: [Self-Service Ticket Portal](#)

If you are simply looking for some Frequently Asked Questions or guidance, you can use the Student I.T. Support link in the top banner of the Homepage. This site has links to useful information about OneCard, SIS, Blackboard, Policies as well as articles from the IT Insights Newsletter. All of this can be found here: [Student I.T. Support](#)



Using Classroom and Open Lab Computers:

Depending on your course of study, you may be in classrooms that have computers for you to use. There is also the Open Lab available for you to work on your assignments, do research, etc. To use the classroom and Open Lab computers, you will use your [W#####@myscc.ca](#) username and your personal password, same one as the web site.

Once you are logged onto a computer, you will notice that there are many preinstalled applications, including Microsoft Office and the Adobe Suite of programs. You also have a OneDrive setup for you. This is your personal storage space for assignments, files, etc. The OneDrive is also accessible from home. The MS Office programs are available via the "Green Tile" Portal page for home use, but the Adobe programs can only be used while on campus.

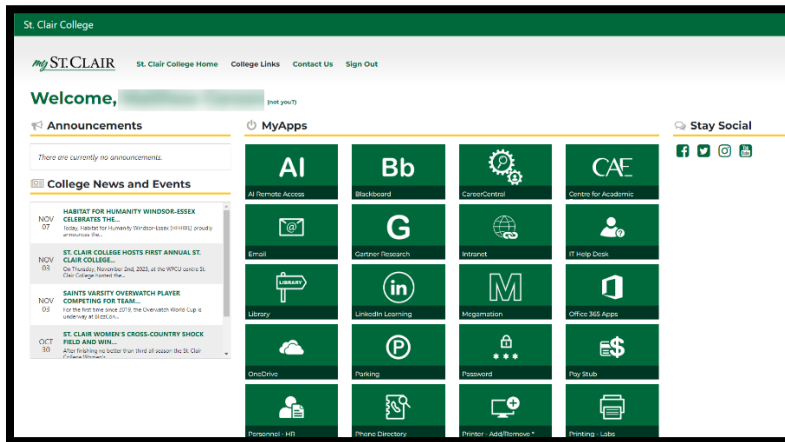
It is very important that you Sign Out when you are done with the computers so it can be available for other students to use.

Also note that eating and drinking while using classroom and Open Lab computers is Highly Discouraged.

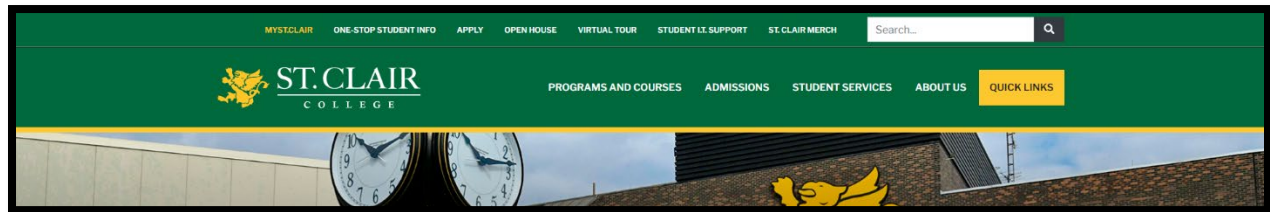
The Open Lab is open **Weekdays 7:30am to 10:00pm, Saturday 9:00am to 5:00pm and Sundays 11:00am to 5:00pm.**

Where to Start:

The [St. Clair College web site](#) is going to be your launch pad to most of the information systems provided by the college. From here, you will access the MySt.Clair Portal page where you will find shortcuts to things like the SIS, Blackboard, MS Office Apps, OneDrive, Parking, and Printing, amongst other things.



The main homepage also has links to upcoming events, useful student information, student IT support, admissions, and student services.

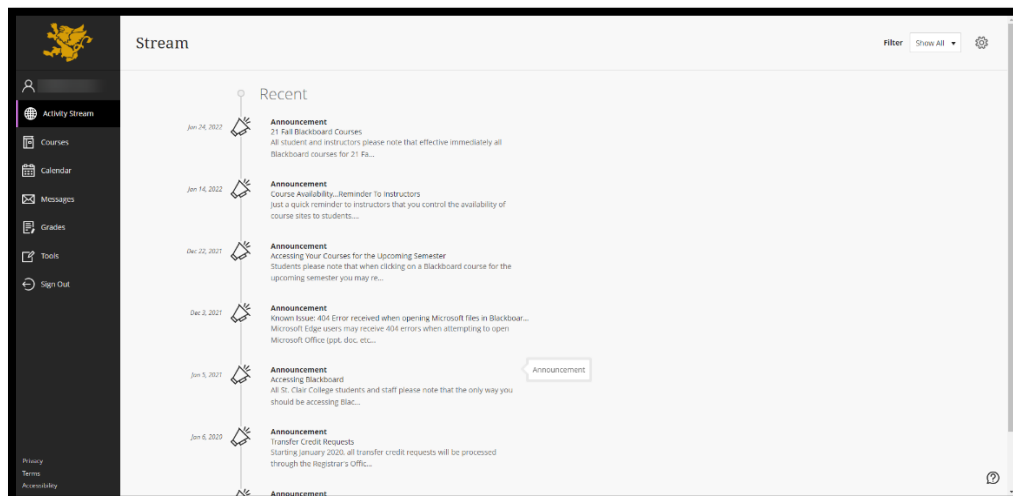


Accessing Blackboard:

Blackboard is the main interaction space between you and your instructors. It is used to access course materials, lessons, even collaborate with your teachers.

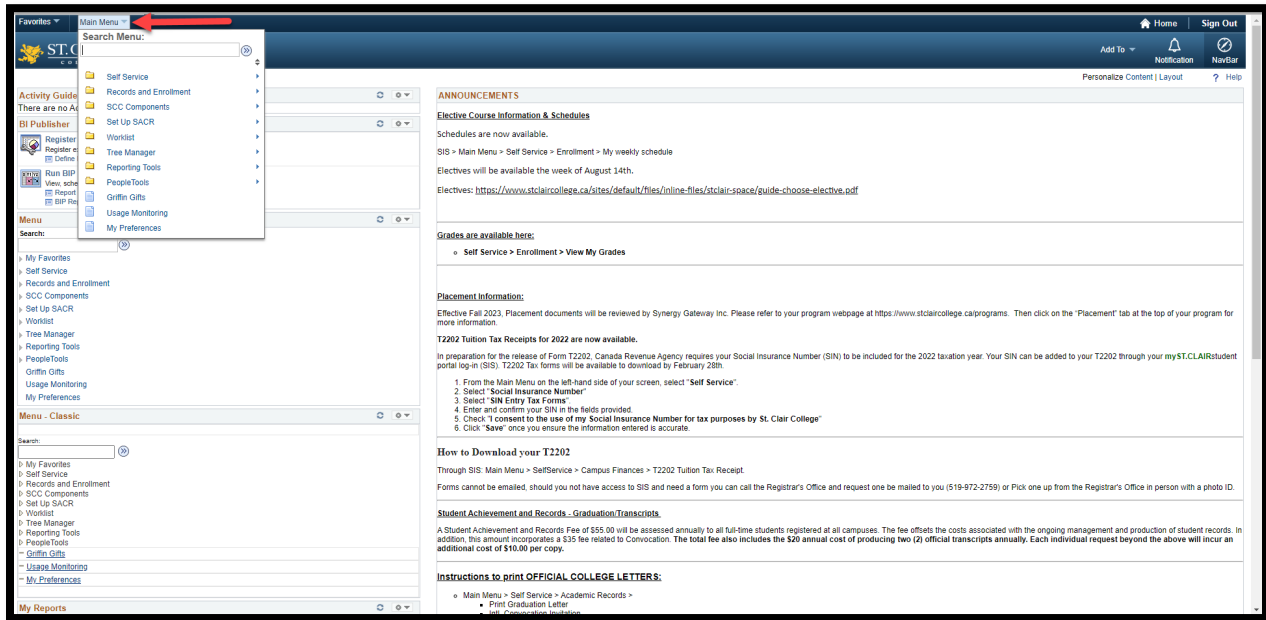
To reach Blackboard, you will have to log into the My St Clair portal, and look for the green tile labelled “Blackboard”.

Some additional information can be located here: <https://www.stclaircollege.ca/it-services/blackboard>



Using the Student Information System:

The Student Information System or SIS for short, is where you will find information related to you as a student. This is where you will find things like your enrollment records, grades, transcripts and so many others. You will find the SIS shortcut on the green tile portal page.



The screenshot displays the Student Information System (SIS) interface. On the left side, there is a navigation menu with a search bar and a list of services. A red arrow points to the 'Main Menu' option in the top left corner. The main content area on the right contains several sections:

- ANNOUNCEMENTS**
 - Elective Course Information & Schedules**

Schedules are now available.
SIS > Main Menu > Self Service > Enrollment > My weekly schedule
Electives will be available the week of August 14th.
Electives: <https://www.stclaircollege.ca/sites/default/files/inline-files/stclair-space/guide-choose-elective.pdf>
 - Grades are available here:**
 - Self Service > Enrollment > View My Grades
 - Placement Information:**

Effective Fall 2023, Placement documents will be reviewed by Synergy Gateway Inc. Please refer to your program webpage at <https://www.stclaircollege.ca/programs>. Then click on the "Placement" tab at the top of your program for more information.
 - T2202 Tuition Tax Receipts for 2022 are now available.**

In preparation for the release of Form T2202, Canada Revenue Agency requires your Social Insurance Number (SIN) to be included for the 2022 taxation year. Your SIN can be added to your mySTCLAIRstudent portal login (SIS). T2202 Tax forms will be available to download by February 28th.

 - From the Main Menu on the left-hand side of your screen, select "Self Service"
 - Select "Social Insurance Number"
 - Select "SIN Entry Tax Forms"
 - Enter and confirm your SIN in the fields provided.
 - Check "I consent to the use of my Social Insurance Number for tax purposes by St. Clair College"
 - Click "Save" once you ensure the information entered is accurate.
 - How to Download your T2202**

Through SIS: Main Menu > SelfService > Campus Finances > T2202 Tuition Tax Receipt.
Forms cannot be emailed, should you not have access to SIS and need a form you can call the Registrar's Office and request one be mailed to you (519-972-2759) or Pick one up from the Registrar's Office in person with a photo ID.
 - Student Achievement and Records - Graduation/Transcripts.**

A Student Achievement and Records Fee of \$55.00 will be assessed annually to all full-time students registered at all campuses. The fee offsets the costs associated with the ongoing management and production of student records. In addition, this amount incorporates a \$35 fee related to Convocation. The total fee also includes the \$20 annual cost of producing two (2) official transcripts annually. Each individual request beyond the above will incur an additional cost of \$10.00 per copy.
 - Instructions to print OFFICIAL COLLEGE LETTERS:**
 - Main Menu > Self Service > Academic Records >
 - Print Graduation Letter
 - Print Convocation Invitation