



## USEFUL INFORMATION:

**Your Network Account:** Every faculty member, employee and student (enrolled in credit classes) at GCC has an eGCC account. Depending on your role on campus, this account grants access to the data, software, and other resources you need to fulfill your role. Faculty and employees have access to shared department files, while students and faculty access shared course folders and files.

Software, internet browsers, email, a standard suite of tools, and a wide range of other resources are also accessible to everyone with an eGCC account have an initial 175MB of personal server space (H: Drive) allocated to their eGCC account, this amount is adjusted upwards based on course needs and account roles.

It is always good practice to conserve your allocated eGCC server resources. This document contains tips and techniques for managing your allotted server space.

For assistance please contact the Helpdesk:  
 Email: [helpdesk@gcmail.maricopa.edu](mailto:helpdesk@gcmail.maricopa.edu)  
 Telephone: 623.845.3555

GCC Technology Resources - <http://www.gccaz.edu/hd>. For additional information about your eGCC account, visit the GCC Technology Resources website and click on the eGCC Account Information menu item.

## STORAGE OPTIONS:

**Google Apps:** A Google Apps account is automatically created for you when you register for your class/classes. Gmail, one component of Google Apps, provides 7+ GB (and counting) which is reserved just for Gmail messages. Google Docs gives you 1 GB for everything: all of your docs, spreadsheets, presentations, and uploaded files. To access these resources, go to [My.Maricopa.edu](http://My.Maricopa.edu), select the eMail tab, click the Login link and using your MEID username and password login to Google Apps@Maricopa.

- For more information about your Gmail account please visit : <http://www.gccaz.edu/hd/Email/gmail/gmail.htm>
- For more information visit the Gmail Help Center (<http://mail.google.com/support/a/maricopa.edu/?hl=en>) or watch a video overview (<http://mail.google.com/support/bin/static.py?page=guide.cs&hl=en&guide=21758>).

\*\*\*Other email accounts are also ideal for temporarily storing and transferring data. Examples: Hotmail, Yahoo.

### eGCC Storage Options:

**H: \Drive:** This is your **personal space** on the network, and is also where you would place the files needed for your personal webspace.

**S:\Drive:** Also known as the "**Courses**" folder or "**Shared**", this drive is where some of your course's file folders are located. These folders typically contain files needed to complete homework assignments, class notes, or PowerPoint slides, all placed by the instructor. **NOTE** : Not all courses have a course folder. Please contact your instructor for information regarding any course folders.

**D: \Drive:** While working on campus, files can be temporarily saved to the **D:** Drive or "Scratch Drive". *Don't forget to "move" these files at the end of your session by saving the files to your H: or S: drive, removable media or your email account.* eGCC computers located in open labs are frequently reimaged. This process will result in the removal of all data stored on the D: Drive.

### Removable Media:

**USB Flash Drive:** Storage Size: 32MB-16GB This media is convenient and affordable. USB drives are easily lost. Instructions for adding an identifying text file are available at: <http://www.gccaz.edu/hd/gg/IDENTIFYOURFLASHDRIVE.rtf>.

*Note:* Some USB Flash Drives come preloaded with encryption software. This software cannot be installed on our eGCC system.

**CD-R/CD-RW:** Storage Size: 650MB or 700MB Rewriteable: Yes, only if the CD and Drive have CD-RW capability.

To access optical burning instructions please visit:

### WINDOWS:

<http://www.gc.maricopa.edu/hd/savingdata/docs/burncdwindows.pdf>

**MAC:** <http://www.gc.maricopa.edu/hd/savingdata/docs/burncdmacs.pdf>

## MANAGING YOUR eGCC STORAGE SPACE:

**Save your files to any form of removable medium or Google Apps:** Limit files saved to your H: \Drive to those files necessary to complete current classes. Back up other files not currently being used to removable storage medium or in your Google Apps account. Pictures and mp3s are both large file types that should be saved either to removable media or your Goggle Apps account.

**Utilize your S: drive (if applicable):** If your instructor has placed copies of course documents in a shared folder for the semester, there is no need to copy them to your personal space. You can access them from the course folder easily enough, even from off-site with an internet connection. Many instructors provide space on the S: drive for your course homework. Homework should be saved to the S: not the H: drive. S: drive space is determined by your instructor. *Managing your space on the S: drive is equally as important as managing your personal space (H: drive).*

**Check your desktop!** Make sure that you have placed shortcuts to files and applications there, not the files or applications themselves. Check specifically for files downloaded from the Internet, especially programs and graphics. Navigate to the Desktop folder (from My Computer or using Windows Explorer) and sort files by size by clicking on the label bar at the top of the window. Delete larger files first, after you made sure you no longer need the file.

### Check to see that you have actually emptied your Trash:

1. Double-click the Recycle Bin icon located on your desktop.
2. Select the Empty the Recycle Bin link or select and delete individual files. You can also restore files accidentally sent to the recycle bin by selecting the Restore Files link.

**If your eGCC storage space is near or over quota, you will still be able to login, but may not be able to save your data.**

The Helpdesk would be pleased to assist you in reallocating your files. **Reallocated all your files and still need room?** Please contact the Helpdesk and we can add 10MB of personal server space to your existing quota.

### Contact Information:

**Location:** High Tech 1







**Telephone:** 623.845.3555

**Email :** [helpdesk@gcmail.maricopa.edu](mailto:helpdesk@gcmail.maricopa.edu)

**Chat:** Go to [GCC's Technology Resources](http://www.gccaz.edu/hd) (<http://www.gccaz.edu/hd>) website, click on the *Live Help Online* icon. Login using your eGCC username and password.

### Helpdesk Hours

<http://www.gccaz.edu/hd/accountinformation/contactus/contactus.htm>

CONNECTING TO YOUR eGCC DRIVES:	GCCWIFI:
<p><b>On Campus:</b></p> <p><b>H:\ Drive (Personal Space)</b>  egccusername on 'gccaz.edu/...' (H:)</p> <ol style="list-style-type: none"> <li>1. On Windows, you can access your H:\ drive by clicking on "My Computer" from the Start menu, or double-clicking on "My Computer" on the desktop. Your H:\drive will be under Network Drives and will be the one that begins with your eGCC username.</li> <li>2. On a Mac, the icon for your H:\drive space is located in the upper-right-hand corner of your desktop. Double-click the icon to open the drive. </li> </ol> <p><b>S:\ Drive: (Shared or Course Folder)</b>  shared on 'gccaz.edu' (S:)</p> <ol style="list-style-type: none"> <li>1. On Windows, you can access the S:\ drive by clicking on "My Computer" from the Start menu, or double-clicking on "My Computer" on the desktop. The S:\drive will be under Network Drives and will be the one that begins with the word 'shared'. Double-click on the Shared drive to open it. Double-click the Courses folder to open it.</li> <li>2. On a Mac, the S:\drive (shared) icon is located in the upper right-hand corner of your desktop. Double-click the icon to open the drive. </li> </ol> <p><b>D:\ Drive: (Scratch)</b></p> <ol style="list-style-type: none"> <li>1. On Windows, you can access the D:\ drive by clicking on "My Computer" from the Start menu, or double-clicking on "My Computer" on the desktop. The D:\drive will be under Network Drives and will be the one that begins with the word 'scratch'. Double-click on the .Scratch drive to open it. </li> <li>2. On a Mac, the D:\drive icon appears only on Office eGCC machines.</li> </ol>	<p><b>GCCWIFI:</b></p> <p>GCCwifi provides a secure and functional wireless network for both faculty and staff while working on campus.</p> <p>After your initial login, you will be able to launch your favorite browser and explore the internet without the repeated need to login to the wireless network. Your eGCC username and password are required to login to GCCwifi.</p> <p>Additional information, including step-by-step instructions can be found at: <a href="http://www.gccaz.edu/hd/wireless">http://www.gccaz.edu/hd/wireless</a>.</p> 
<p><b>Off Campus:</b></p> <p>Depending upon your role on campus, different methods for connecting to your eGCC computing resources are provided.</p> <p><b>All eGCC users</b> can access their H:\ and S:\ drives. Guides can be accessed on the GCC Technology Resources Site. <a href="http://www.gccaz.edu/hd">http://www.gccaz.edu/hd</a> under the <a href="#">Working Off Campus &gt; How Do I Access My H:\ and S:\ Drives From Off Campus?</a></p> <p><b>Employees</b> – Additional options are available for details please visit: Center for Teaching, Learning, and Engagement (TED) - <a href="http://www.gccaz.edu/ted">http://www.gccaz.edu/ted</a>. Select <a href="#">Online Training</a> from the right-hand menu. When the page opens, scroll down to the section labeled, Virtual Private Networking (VPN).</p>	<p><b>PAY FOR PRINT – OPEN LABS:</b></p> <p>To reduce costs and waste, GCC's open labs use the Pay 4 Print system. The cost of printing will be 10 cents per printed side for black/white pages and 50c per printed side for color pages. For usage instructions, please review the Pay 4 Print User Guide. <a href="http://www.gccaz.edu/hd/WorkStations/OpenLabs/PayforPrint/Pay-4-Print_QRG.pdf">http://www.gccaz.edu/hd/WorkStations/OpenLabs/PayforPrint/Pay-4-Print_QRG.pdf</a></p>
<p><b>USEFUL WEB LINKS:</b></p> <ul style="list-style-type: none"> <li>• eGCC Basics -- <a href="http://www.gccaz.edu/hd">http://www.gccaz.edu/hd</a></li> <li>• Employee Basics -- <a href="http://www.gccaz.edu/hde">http://www.gccaz.edu/hde</a></li> <li>• My.Maricopa.edu – <a href="http://my.maricopa.edu">http://my.maricopa.edu</a></li> <li>• Password Changing Utilities: <ul style="list-style-type: none"> <li>MEID (My.Maricopa.edu) -- <a href="https://eims.maricopa.edu/MAW/MAW.html">https://eims.maricopa.edu/MAW/MAW.html</a></li> <li>eGCC -- (GCC Computing Resources) -- <a href="http://genesis.gc.maricopa.edu/password">http://genesis.gc.maricopa.edu/password</a></li> </ul> </li> <li>• GCC Technology Support and Tools Index – <a href="http://www.gccaz.edu/hd/tech/docs/ToolsIndex.pdf">http://www.gccaz.edu/hd/tech/docs/ToolsIndex.pdf</a></li> <li>• Computerized Testing -- <a href="http://www.gccaz.edu/calendar/testing">http://www.gccaz.edu/calendar/testing</a></li> </ul>	<p><b>GMAIL and BLACKBOARD:</b></p> <p>As a member of the Maricopa Community College District, Glendale Community College provides access to free email - Gmail. Gmail is Maricopa Community College District's official means of communication. All courses using Blackboard require the use of Gmail for communications. Gmail can be easily accessed either through <a href="http://my.maricopa.edu">My.maricopa.edu</a> (by clicking on the GoogleApps@Maricopa tab) or at <a href="http://www.maricopa.edu/google/">http://www.maricopa.edu/google/</a>.</p> <p><b>Forwarding email:</b> To assure that you see all emails you can forward to your favorite email client. For instructions please see:</p> <p>Online print guide -- <a href="http://www.gc.maricopa.edu/hd/gmail/docs/gmailforwardemail.pdf">http://www.gc.maricopa.edu/hd/gmail/docs/gmailforwardemail.pdf</a></p> <p>Video Tutorial -- <a href="http://www.gccaz.edu/hd/tutorials/gmail/forward.htm">http://www.gccaz.edu/hd/tutorials/gmail/forward.htm</a></p> <p><b>Caution:</b> <i>When using Gmail to send messages/assignments to instructors, please use the address provided by your instructor. Not all instructors use Gmail. Your hard work may be sitting unseen and ungraded if not sent to the correct email address. Instructors, to avoid missing student messages/assignments, please forward your Gmail to your preferred email client.</i></p>