# TECHNOLOGY ACCESS

STC online resources work best with all the latest Windows updates installed on a Windows computer. Cell Phones, Chromebooks, and even Mac computers may not be compatible with all our resources.

For information on Password Recovery/Reset, mySTC, Student Email (Office 365), MySTC Experience, Blackboard, and Logging in to computers on campus, please follow the instructions below. **Due to cache and security issues, DO NOT SAVE YOUR USERNAMES AND PASSWORDS or CREATE A SAVED SHORTCUT/LINK. Saving this information results in authentication errors, and you cannot log in.**

Go to: www.southeasterntech.edu. Click on the "**MySTC**" link at the top of the homepage.
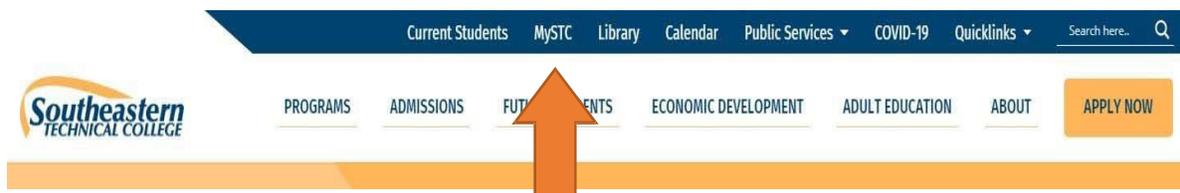
Mandatory: Students must first log in to **MySTC** to set up their personalized security questions to recover or reset the STC password before logging into MySTC Experience, Blackboard, or other resources. For your security, after you change your STC password, faculty, IT, Blackboard Coordinators, Student Affairs personnel, etc., will not know or be able to access your password. You will use the security questions to recover or reset your password; therefore, it is vital that you remember your information. **Students should not share login credentials with others. Students should ensure passwords meet the password complexity rules with uppercase and lowercase letters, symbols, and numbers and do not include an identifiable word. This is an instant change; your password will be changed across all these applications immediately. Passwords will expire on a rotation and will require changing as necessary to meet security requirements.**

Students will now access resources via the **mySTC portal** with a **single sign-on** to all resources using the STC Student ID Username and STC password. This login will be used for resources such as MySTC Experience, Blackboard, Office 365, and GALILEO, among other informational links. When mySTC or the STC webpage is not accessible, students **can access the resources directly** using the listed external web links beside the application title.

MySTC

If you do not know your Student ID number, please visit https://ies-pub.southeasterntech.edu/student_services/check_app_status.html to look up your Student ID number. If you are unable to retrieve your Student ID number from the link above, please call 912-538-3100 and ask to speak to someone in Admissions.

Once you know your Student ID number but do not know your password, you will need to click the "Forgot Password" link on the password screen or https:/ies-public.southeasterntech.edu/it/stuhelp.cfm to generate a new password.

Once you have both your Student ID number and a password, return to My STC and continue signing in.

Click the link on MYSTC or https://southeasterntech.okta.com to access the MySTC landing page.

Enter your STC Student ID as the username, click Next, type in your password, and then Verify. Unless you have changed your password, it should be the initial password sent to you by the Admissions office. If you encounter issues, please click on **Help** and follow the instructions.

For Instructors Only
Instructor Username: (fill in with your regular computer login name) Instructor
Password: (insert your regular computer password)

Setup all multifactor authentication items for security purposes. You will need your cell phone to set up the MySTC Verify or SMS Authentication. Once you click Setup, follow the instructions to set up that authentication option.
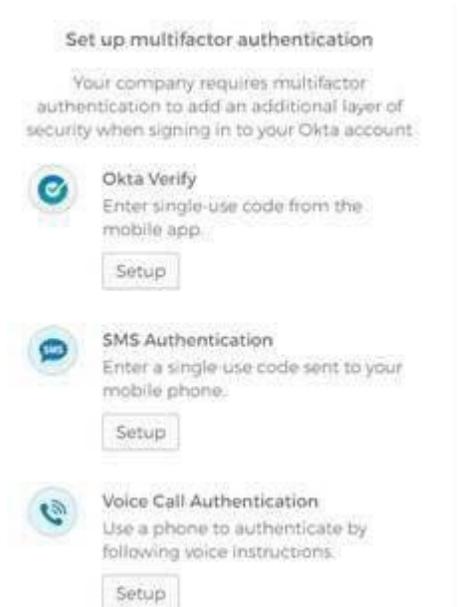
When complete, you will be taken to the MySTC landing page and can access the resources listed on your screen, like below.

Please click this link to help you solve your login problem.
https://ies-public.southeasterntech.edu/it/stuhelp.cfm

Logging in to Computers on STC Campuses

Username: students\9xxxxxxxx
Password: your STC password

Student Email (Office 365 Mail)

Click Office 365 Mail within [mySTC](#) or Office 365 Office Portal, Outlook

You can find your email address by clicking the icon with your initials in the upper right corner. You will then see your email address with your named email address. (i.e. jdoe1@students.southeasterntech.edu). Write your new college email address down.
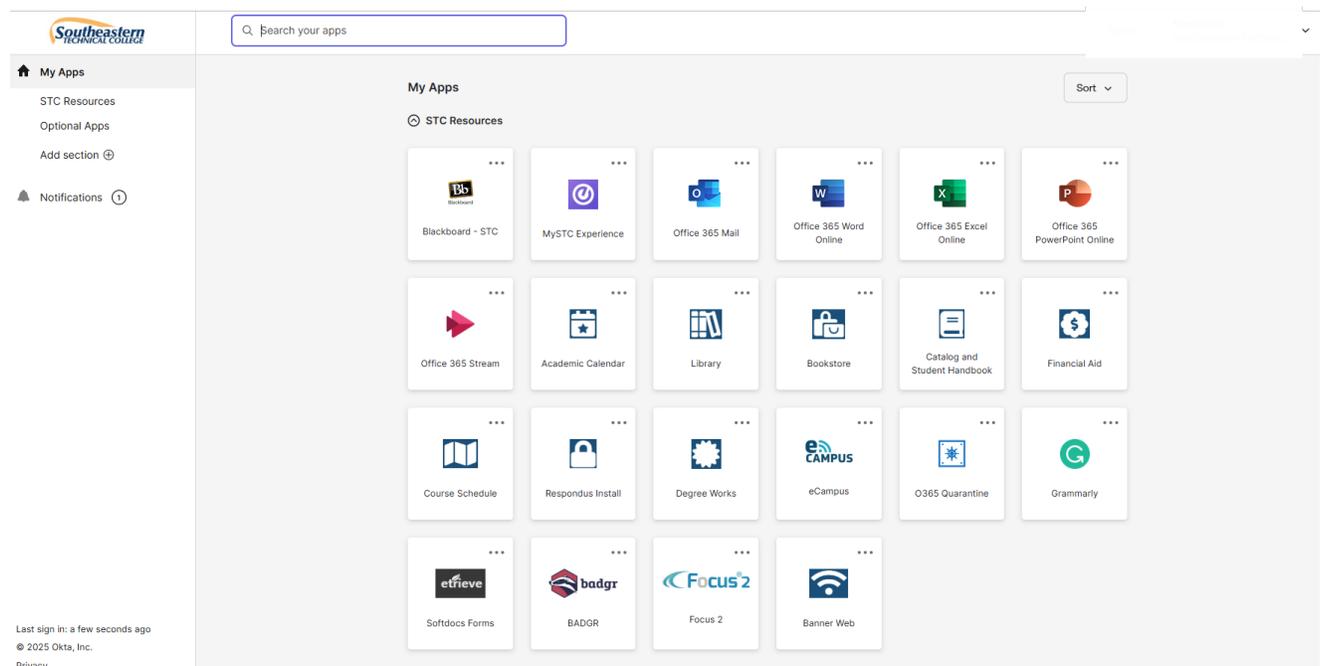
> **For Instructors Only**
> Instructor Username: (fill in with your regular computer login name) Instructor
> Password: (insert your regular computer password)

Instructions on how to check your blocked senders list in O365.

video: [https://tcsg.video.yuja.com/V/Video?v=9391033&node=40953370&a=3571 8253&autoplay=1](https://tcsg.video.yuja.com/V/Video?v=9391033&node=40953370&a=35718253&autoplay=1)

Written steps to check your blocked senders

1.   Open Office 365

2.   Click the Gear icon (Settings)

3.   In the search box, type the word block

4.   Select Blocked Centers and Domains

5.   Look at the Blocked Senders to see if you have senders that have been blocked.

6.   If you have someone that shouldn't be blocked. Select the trash can icon (delete) to remove the sender from the blocked list.

To install Office 365 on your home machine

To have a version of Word, Excel, PowerPoint, Outlook, etc., on your home machine, you can download and install Office products using your school email address.

In the Office 365 Office Portal, click on your initials in the top right corner, then View Account. Under Office apps, click on Manage. You should see a screen similar to the one below. Click on Install Office and follow the prompts. Once installed, if asked, use your STC login credentials to log in to the applications.
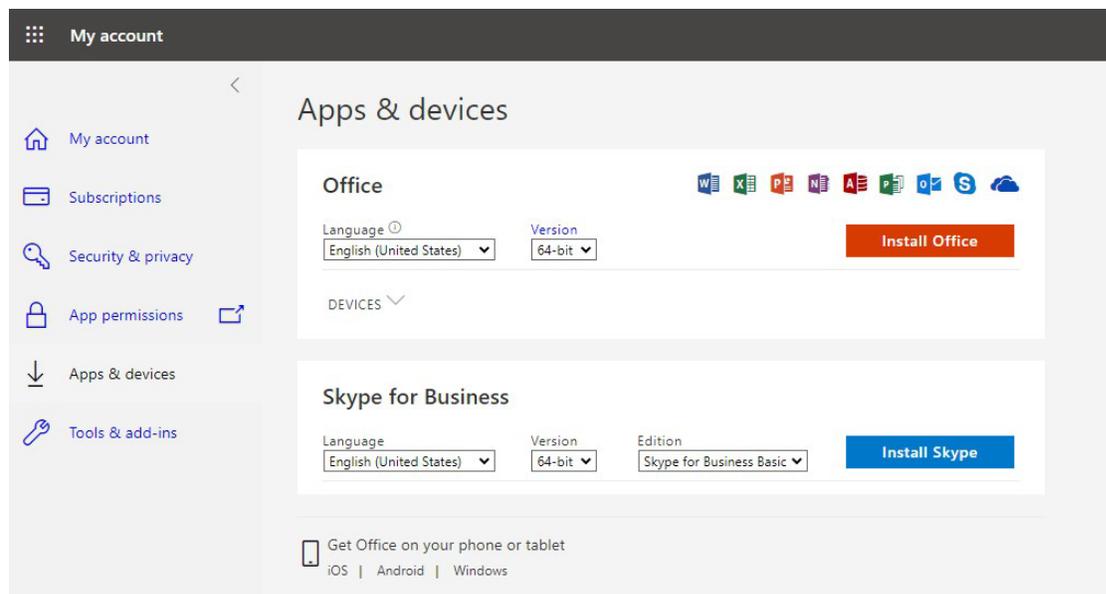
One Drive
Use your OneDrive to save your files. You can use OneDrive on your own computer or online through Office 365. You will need to log in using your STC credentials. For more information on how to use OneDrive, visit: https://support.microsoft.com/en- us/office/upload-and-save-files-and-folders-to-onedrive-a1397e56-61ec-4ed2-9dac- 727bf8ac3357

Grammarly

Grammarly can be accessed by clicking on the Grammarly app on MYSTC.

Grammarly can help you improve spelling, grammar, punctuation, sentence structure, and style in your writing. As you type, Grammarly checks your text for hundreds of common and advanced writing issues. Grammarly checks for grammatical errors, such as subject-verb agreement, article use, and modifier placement; and it also checks for contextual spelling mistakes, phonetic spelling mistakes, and irregular verb conjugations. Grammarly also provides synonym and other work-choice suggestions to make your writing more readable and precise.

Make sure you get the most out of Grammarly! There are computer and browser add-ons and plug-ins you can use to get help from Grammarly within Microsoft Word and Outlook, web browsers, and from your desktop!

[Microsoft Office Plug-in for Windows](#)

The Microsoft Office plug-in for Windows conveniently adds Grammarly to Microsoft Word and Microsoft Outlook. When creating a document, Grammarly will appear on the right-hand side and provide suggestions, as the online editor does.

[Desktop App for Windows and OS X](#)

The desktop app installs a shortcut on your computer's desktop to provide quick and easy access to Grammarly. Its usage is identical to the online editor. The desktop app is available for both Windows and OS X.

Browser extensions

Browser extensions allow Grammarly to check writing entered in text boxes within a web browser, including the Gmail Compose box.

- [Extension for Google Chrome](#)
- [Extension for Safari](#)
- [Extension for Firefox](#)
- [Extension for Edge](#)

You can also use the Grammarly Keyboard App for iOS and Android devices. Go to the App Store or the Google Play Store and download the free app. You may need to read the How to Install pages for your device's operating system to complete setup: [How to Install on iOS](#)...[How to Install on Android](#).

Please see the Southeastern Technical College Library Website for more information. [Need Help | Southeastern Technical College Library](#)

Blackboard
(https://southeasterntech.okta.com/)

Blackboard is a web-based course learning management system used by faculty and students in colleges and universities. You will use Blackboard to locate all information for your online classes, take tests, check your grades, submit assignments, etc**. Do not use the Blackboard App to take tests or submit assignments**.

To access Blackboard, complete the following steps:
1. Log in to [mySTC](#) and click the Blackboard icon.
2. Your current registered courses will be listed on the **FIRST** day of the semester. Click on the course you want to enter.

Before logging in to Blackboard, delete your browser's cache, cookies, and history. The steps for Chrome, Firefox, and Edge are below. When you click the link, the new URL should have southeasterntech.blackboard.com/ultra on it.

Step 1: Clear a Browser cache, URL history, cookies

- **Chrome** –
  - Click the 3 dots at the top menu – Click Settings, Privacy and Security, Clear Browsing history, cookies and other site data and cache images and files, Change Time range to **All Time**, and click Clear Data. Close your browser and reopen it.
- **Firefox –**
  - Click the 3 lines at the top menu – Click Settings, Privacy & Security, Cookies and Site Data, Clear Data, check Cookies and Site Data, Cached Web Content, click Clear. Close your browser and reopen it.
- **Edge –**
  - Click the 3 dots at the top menu – click Settings, Privacy, search, and services. Under Clear browsing data, select Choose what to clear: Browsing History, Cookies, Cached images, and files, From the Time range drop-down menu: All time. Click Clear Now. Close your browser and reopen it.

Step 2: Delete any Bookmarks you have made for Blackboard and recreate

Step 3: After logging into Blackboard. Click Courses in the Left Menu. Change the **Current Courses drop arrow** in the middle of the screen to the semester needed— example 202414 (Spring semester 2024). Academic year Fall 2023 202412, or Summer 2024, 202416.

Step 4 Optional for Incompletes: If you have an Incomplete course that needs to be completed, you will need to **change the Current Courses in the middle of the screen to the semester in which you took the course**. For example, if you received an incomplete for the Fall semester 202412, you must change to the 202412 terms to see your course.

Notes to be aware of:

- On the Initial Login Landing page, there is a Grades menu. This will be the overall grades of **all** current courses. Any grades added for items in the course may take 24 hours to post to the overall grade.
- The grades for the course should be **viewed inside the course itself** with the *My Grades* link, not from the Initial Landing page **Grades**.

Starting January 2024, Google will roll out changes to its Chrome browser, restricting all third-party cookies by default. In January, a random 1% of all Chrome users will receive this change, called "Tracking Protection." The change will be rolled out to all users throughout 2024. https://blog.google/products/chrome/privacy-sandbox-tracking-protection/

Workaround:

Users can change their settings in Chrome to accept cookies from impacted tools. The first users who receive this new Tracking Protection feature can opt-out by clicking the settings (gear) icon in a notification. For users who don't opt out, an eye icon will appear in the address bar when Chrome blocks an integrated tool because it uses a cookie. Users can click that icon to change the settings for that website. https://storage.googleapis.com/gweb-uniblog-publish-prod/original_images/PS_1_Popup_EN.gif

MySTC Experience

(https://southeasterntech.okta.com/)

To access MySTC Experience, complete the following steps:

1. Login to mySTC and click the MySTC Experience icon.
2. Select the required menus desired to access your final grades, registration, financial aid, and other important information.

CHANGING YOUR STC PASSWORD

If you need to change your password, please visit https://ies-public.southeasterntech.edu/it/stuhelp.cfm and complete the requested information, making sure to select the appropriate reset option. You can also use this link to change your password at any time if needed. It is important to thoroughly read the information on the page to ensure you choose the correct reset option. Please be aware that the system will require you to change your password when logging in next. To protect your account, always practice safe password habits, such as:

- Use a unique password that is not easily guessable.
- Include a mix of uppercase and lowercase letters, numbers, and special characters.
- Avoid using personal information like your name, birthdate, or common words.
- Change your password regularly and never share it with others.
- Your password must meet the complexity rules listed below:
  - At least 14 characters long
  - Use at least 3 of the following types of characters:
    - uppercase letters
    - lowercase letters
    - numbers
    - special characters
    - DOES NOT contain an identifiable word (Example dog, sun, etc.)
    - Not a previously used password

How to clear Browser History

BROWSER ISSUES

If you receive error messages during Logins, you may need to clear your browser's cache.

- o **Chrome** –
  - • Click the 3 dots at the top menu – Click Settings, Privacy and Security, Clear Browsing history, cookies and other site data and cache images and files, Change Time range to **All Time**, and click Clear Data. Close your browser and reopen it.
- o **Firefox** –
  - • Click the 3 lines at the top menu – Click Settings, Privacy & Security, Cookies and Site Data, Clear Data, check Cookies and Site Data, Cached Web Content, click Clear. Close your browser and reopen it.
- o **Edge** –
  - • Click the 3 dots at the top menu – click Settings, Privacy, search, and services. Under Clear browsing data, select Choose what to clear: Browsing History, Cookies, Cached images and files, From the Time range drop-down menu: All time. Click Clear Now. Close your browser and reopen it.

Pop-Up Blocker

Are you clicking on a website, Cengage, MathXL, MyMathLab, MindTap, SAM, Testout, Pearson, etc. link in your Blackboard Course, and nothing seems to be happening? Pop-up blockers work in the background while you browse the Internet. When they detect a pop-up window that may be an unwanted advertisement, they automatically close the window. This can prevent your browser from performing properly.

While using Firefox, Chrome, and Edge, if you are unable to view discussion postings, quiz windows, and download links, then you need to disable pop-up blocking by adding the web address to *the Exceptions List*. A list of commonly used websites is found at the end of the Pop-Up Blocker section. For more information about turning off the pop-up blocker on your machine, please select your current web browser:

Chrome
- • On your computer, open **Chrome**.
- • Go to a page where pop-ups are blocked.
- • In the address bar, click Pop-up blocked .
- • Click the link for the pop-up you want to see.
- • To always see pop-ups for the site, select Always allow pop-ups and redirects from [site]**.**
- • Click Done.

You may also add specific websites to your browser to allow pop-ups:
Click the 3 dots at the top menu – Click *Settings*, - *Privacy and Security* - *Site Settings, - Pop-ups and redirects*, Under Allow section click *Add,* **Enter the web address that is being blocked.** Close your browser and reopen it.

To **allow video sessions** Open **Chrome Preferences** (the lock icon next to the website address), select **Site Settings**. Select **Camera** or **Microphone**. Make sure the session is in the **Allow list**.

Firefox
1. Click the menu button ≡ and select Settings.
2. Select the Privacy & Security panel.
3. Go down to the *Permissions* section.
   - Uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.
   - Click the **Exceptions…** button to the right of **Block pop-up windows** to open a dialog box to choose which sites are allowed to display pop-ups.

To **allow video sessions, Open the browser's Show site information menu (the lock icon next** to the website address) to see if your device's microphone and camera are allowed.

Edge
Click the 3 dots at the top menu – Click *Settings*, - *Cookies and Site Settings, - Pop-ups and redirects*, Under the Allow section click *Add,* **Enter the web address that is being blocked, click Add** then close your browser and reopen.

To **allow video sessions,** Open the Edge more options menu. It looks like three stacked dots. Select **Settings**. Select **Cookies and Site permissions** and select **Camera** or **Microphone**. Make sure the session is in the **Allow** list. *Close browser and reopen.*

Websites to add to Pop-Up Blocker Exceptions List

Students must add the following addresses to the Pop-Up Blocker Exceptions list for Southeastern Technical College, Cengage, MindTap, and SAM. Any other books or products that require blocked websites will need to be added.
- http://ng.cengage.com
- https://southeasterntech.blackboard.com
- https://mail.southeasterntech.edu:443
- https://www.southeasterntech.edu
- https://sam.cengage.com
- https://cengage.com:80
- https://v2.cengagenow.com
- http://www.cengagebrain.com
- http://testout.com:80
- http://www.pearsonmylabandmastering.com/northamerica/mathxl/
- https://www.us.bbcollab.com:443
- https://www.southeasterntech.webex.com
- https://www.respondus.com
- Pearson.com
- Pearsoned.com
- Pearsoncmg.com
- Mathxl.com

- Myitlab.com
- Ecollege.com

For more troubleshooting information per browser, click the links below.
- Mozilla Firefox
- Microsoft Edge
- Google Chrome
- Safari
- Blackboard Help

RESPONDUS LOCKDOWN BROWSER & MONITOR

What is Respondus Lockdown Browser?
Respondus is a locked browser for taking tests in Blackboard. The browser prevents printing, copying, going to another URL, or accessing other applications during a test. If your instructor requires the use of Respondus during a test, you will need to download Respondus to your computer (if not taking in an STC lab). This is provided within your Blackboard course when taking a test or assignment using Respondus.

Respondus Technology Requirements
- See Respondus computer requirements at https://support.respondus.com/hc/en-us/articles/4409607170459-What-are-the-computer-requirements-for-installations-of-Respondus-LockDown-Browser

   Chromebook and I-pad computers are not advised for use of Respondus with Southeastern Technical College.

LockDown Browser Requirement
Watch this video to get a basic understanding of LockDown Browser:
https://www.respondus.com/products/lockdown-browser/student-movie.shtml

Download Instructions
- Select a test from the course
- You will see the message "Assessment Security - You need Respondus LockDown Browser to complete this assessment."
- Below this will appear a "Download Respondus LockDown Browser" link. Click the link to go to the download page and then follow the instructions
- Download Respondus LockDown Browser to your computer; follow the installation instructions
- Return to the test and select "View assessment"
- LockDown Browser will launch and the test will begin

Note: LockDown Browser only needs to be installed once per computer or device. It will start automatically from that point forward when a test requires it.

LockDown Browser + Webcam Requirement (Lockdown Monitor)
If the course requires the use of LockDown Browser and a webcam for online exams. The webcam can be the type that's built into your computer or one that plugs in with a USB cable.

Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature: https://www.respondus.com/products/lockdown-browser/student-movie.shtml

Download Instructions – same as Respondus Lockdown above.

Guidelines
When taking an online exam follow these guidelines:
- Select a location where you won't be distracted or interrupted, and you are comfortable having a video recording (if using) taken of yourself and your workspace environment.
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Clear your desk or workspace of all external materials not permitted - books, papers, other devices
- Remain at your desk or workstation for the duration of the test
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted
- If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
- To produce a good webcam video (if using Lockdown Monitor), do the following:
  - Avoid wearing baseball caps or hats with brims
  - Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
  - If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
  - Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)

Getting Help
Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
- 24/7/365 Live Chat Support is also available from the Help Center, or from within the "it's not working" troubleshooter.
- Run the "System & Network Check" and the "Webcam Check" before asking for System Help.
- Respondus has a Knowledge Base available from support.respondus.com. Select "LockDown Browser & Respondus Monitor" as the product to view helpful articles.

- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it

Using Windows 10/11 S Mode with Respondus

Windows 10/11 S mode is a version of Windows that is streamlined for security and performance. To increase security, it allows only apps from the Microsoft Store and requires Microsoft Edge for safe browsing.

Windows 10/11 S mode is **not** a compatible operating system for Respondus Lockdown Browser, nor can Respondus LockDown Browser be obtained via the Windows App Store. At present, support for Windows 10/11 S Mode is **not** on the roadmap for Respondus LockDown Browser.

Student Options:

- **Turn off S mode.** Although Respondus is not compatible with S mode, the college does not require that S mode be turned off. To know if your computer is operating in S mode and for instructions to switch out of S mode, please read the [FAQ](#) from Microsoft regarding this switch. **Switching out of S mode is permanent**. See other options listed below for remote proctoring.
- **Use different device.** Use a device that does not operate with S mode.
- **Test on campus.** Plan to take tests on campus in pre-arranged lab or library.
- **Use different proctoring option.** Work with the instructor to have a test proctored using one of the options listed on the [Online Orientation Manual](#).

Revised 04/2025