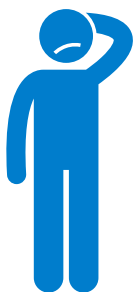


HELPDESK / IT

TIPS, TRICKS, AND HOW TO GET HELP



HOW TO GET HELP



DON'T WORRY!

- Forgot your password?
- Can't access your account?
- Internet won't work?
- Computer won't turn on?

HELPDESK WILL ASSIST YOU

Phone: 919-718-7600 **Email:** ithelpdesk@cccc.edu

Helpdesk is your first line of support and can route your issue to the right person. Contact Helpdesk first!

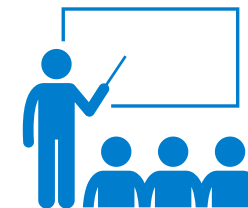
PHISH ALERT (EMPLOYEES)

Something look suspicious in your email? Click the phishing hook in Gmail to report it!



KNOWBE4 TRAININGS

- Data Privacy
- Security Awareness
- Social Engineering
- Malware
- Phishing
- Smishing



ALL THESE TOPICS AND MORE

STRONGER PASSWORDS

- Use letters and numbers in both upper/lower case
- Use a *pass phrase* rather than a *pass word*
- Example: "Buy 3 mangoes on Tuesday" is a super complex password that's easy to remember



ADDITIONAL SUPPORT

The Library can help with password resets and more! www.cccc.edu/library/help/



Did you know? The Helpdesk serves over **600** calls a month, and often even more during peak seasons!