CRAFTON HILLS COLLEGE

Working Remotely TECHNOLOGY REFERENCE GUIDE

Reporting Tech Issues

Technology Services is here to assist you remotely! Read below to understand your options for remote technology assistance.

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Submit a Technology Work Order

Submit a technology work order by following these steps:

1. Navigate to https://login.schooldude.com
2. Login using: username@sbccd.cc.ca.us
3. Enter Password. (Use Forgot password to reset password)
4. Using the "Go to" pull down menu, select "Help Desk

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Submit a Technology Request by Email

If you are unable to log into School Dude, please email us at **chctsupport@craftonhills.edu**. Please include the following information:
- Name
- Contact information - phone, email
- Detailed description of the problem
- Working remotely or onsite

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Technology Contacts by Phone

- District Helpdesk x4357 or (909) 384-4357
- CHC Help line x3560 or (909) 389-3560

Troubleshooting Tips

Check your connection

Make sure you are connected to your home wireless connection.

You should see an icon like this 📶 in the lower right of your task bar. If not, try reconnecting to your home wireless.

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Skype for Business

All laptops checked out through Tech Services have Skype for Business installed. Here are some tips:

- Make sure you are opening **Skype for Business**, not Skype
- Your Sign-in address is your @sbccd.cc.ca.us email address

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Check your VPN Connection

If you have been idle for an extended period of time, your VPN might have disconnected.

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OneDrive

OneDrive is recommended for file storage. By saving your documents to OneDrive you have access to them anywhere. Instructions to save your files to OneDrive have been emailed.

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Security Tips

- Never give out your password to anyone.
- Never click a link in an email from someone you do not know and provide your password.