Help Yourself!

- Never share your username and password!
  If you receive an email requesting sensitive information such as: usernames, passwords and birth date, immediately delete and do not respond. These requests are email scams attempting to obtain your vital information. The College will never ask you to provide this information via email.

- Reduce you Inbox and Speed up Outlook
  Create Outlook rules and folders to organize your mail. Reducing the number of messages in your Inbox will help tremendously i.e. create a FAC-STAFF folder to catch all your FAC-STAFF-L email and check and delete daily in one place!

- Forwarding Email?
  You can, but this is not recommended, you will not receive E-Mails from distribution lists which your department uses to distribute needed information.

- Server Information for Phones, etc.
  The server information you will need is: imap server and the server address is, owa.pstcc.edu. If you need further assistance, contact your phone carrier, HelpDesk does not provide assistance with personal devices or home computers.

- Access help via the HelpDesk Webpage
  With Chat, Texting, Email, and Faculty/Staff Resources on Microsoft Products, Email, Encryption, Barracuda, Right Fax, and much more!
  http://www.pstcc.edu/departments/itsc/desk.html
  http://www.pstcc.edu/departments/itsc/resources/facultystaffresources.html

Help Your Students!

- Remind them their password must be reset every 90 days.
  We recommend being proactive and adding it to their calendar. If it expires before they change it, they will have to complete the 2-step process located on link on myPellissippi webpage, “Can’t access your account?”

- Students can Reset their password online w/o making a trip to campus
  Students and all users can complete the 2-step process located from link on myPellissippi webpage, “Can’t access your account?” Please encourage students to read and follow the instruction completely! If on campus visit one of the open computer labs BL189, DV138, MA147 or ER327.

- Don’t send your student emails with Large Attachments
  Students have a 20MB account limit. Some instructors can send attachments with a 10MB size and this can soon disable a student’s account. Please share these large files on D2L.

- Don’t Bring an Entire Class to the Open Lab.
  Do reserve a Lab for you class through Nancy Rasnake (nrasnake@pstcc.edu)

- Encourage your students to use the Open Labs at each site Campus
  Hours and locations can be found from the HelpDesk Webpage and
  http://www.pstcc.edu/departments/itsc/olhours.html

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  With Chat, Texting, Email, and Student Resources on email, wireless printing, and much more!
  http://www.pstcc.edu/departments/itsc/desk.html
  http://www.pstcc.edu/departments/itsc/resources/studentresources.html