

ILLINOIS VALLEY COMMUNITY COLLEGE

Academic Support Center

Technology Loans FAQs

The Academic Support Center at IVCC provides laptops and hotspots for checkout. Please read the frequently asked questions if you have checked out one of these devices.

Who do I contact for help?

For help with technology, contact the Student Help Desk at 815-224-0318, shd@ivcc.edu, or visit www.ivcc.edu/shd. Both the Library and Student Help Desk are located in the Academic Support Center in A-201 if you would like to stop in for help!

How do I log in?

The laptop is set up to automatically login. If your computer does not automatically login and is asking you for a password, restart or shut down your computer.

What do I do when I am prompted to reset the password?

Hit enter when the prompt for a new password comes up. Tab to the arrow (enter) button without typing anything in the fields.

What is installed on the laptop?

- MS Office 365 includes Office apps like Word, Excel, PowerPoint, Outlook, and One Drive
- Adobe Reader DC for opening PDF files
- Firefox, Chrome, and Edge browsers
- Respondus LockDown Browser and Monitor for taking tests in Blackboard that require a locked down testing environment.
- Read&Write literacy software with tools for reading text and screens out loud, and proofing written work.

Can I install software?

You will not be able to install software that requires administrator privileges. You can install programs like Zoom that do not require administrator privileges.

What should I do if the equipment gets damaged?

Below are tips for preventing damage to the laptop. However, if the laptop does get damaged bring it back to the library as soon as possible to be repaired or replaced.

1. Keep technology in a dry and temperature-controlled location. High heat or cold temperatures may cause long term defects.
2. If the laptop gets wet, immediately shut it down and unplug it. Try to drain out and blot excess liquid to prevent it seeping further down into the hardware.
3. Use the padded carrying case and use care when rolling up cords and putting them in bags. Keep the joints and connectors safe, and do not yank on cord when removing from power source.
4. When charging the laptop, use a surge protector when possible.

Can I use flash drives for transferring files?

No. Data transfer has been disabled on USB Ports.

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How do I keep my data secure?

1. Save files and documents to your Office 365 One Drive folders instead of to the computer's C:\drive or desktop.
2. Any profiles, personal information and files stored on the hard drive are removed from the laptop once it is returned to IVCC.
3. Check for and install Windows Updates at least once a month. Select the Start button, then go to Settings, Update & Security, Windows Update.

What do I do if the hotspot states "no data available?"

Power down the hotspot. Remove the battery from the back. Put the battery back in and power it on.