



Center for Excellence in Learning, Teaching, & Technology

GET HELP!



SERVICES FOR:

- > Students
- > Faculty
- > Staff

SERVICES

- > Customer Care Center
- > Instructional Support Services
- > Web Services
- > Security Information

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Blackboard Collaborate Training Dates

Spring Training Dates for Blackboard Collaborate have been announced. [Click here for more information.](#)

Technology Services for Students

Access to the Campus Wireless Network



Campus wide wireless internet is provided to current KCC students. To set up wireless internet access on your computer, please visit the Lama library. Students must bring a valid KCC student ID to the circulation desk.

General Purpose Computer Labs and Printing Locations

Computer labs and printers are available at the locations below. Some facilities may require payment for printing, or they may require that you supply your own paper

- Iliahi 113
- Iliahi 207
- Iliahi 203
- Iliahi downstairs open area
- Lama Library
- Olapa 113
- Additional labs are available for students in specific programs such as [Business](#), [Legal and Technical Education](#) and [New Media Arts](#).

Learn to Use Technology With Secrets of Success (SOS) Workshops at the Lama Library

These are free resources that can teach you how to successfully use your computer and other technologies as a student at KCC. SOS offers [computer workshops](#) and [workshop materials](#).

Student Technical Services Help Desk

Student Mentors and STS Help Desk staff will respond to the technical issues of KCC students in the use of technologies listed below. For other technology support, you may [call](#) or [email](#) the UH Information Technology Services department.

- Laulima connections and tool issues
- Elluminate set up and connection issues
- Keyboard language configuration

Read the articles below for more information on the Student Technical Services Help Desk.

- [Student Technical Services Web site](#)
- [Policy](#)
- [Supported Technology](#)
- [Hours of Operation](#)
- [Training Information](#)
- [Videos](#)

Student Technical Services Labs

Need face-to-face technical help in a training environment?

Student Technical Services is providing face-to-face labs free to students for the entire semester.

While STS does provide onsite support at Naio 201, we are reserving Naio 207 for you to drop by with your technical questions as we provide laptops.

Dates and times available for this semester include:

- Wednesdays from 11am to 12-noon
- Thursdays from 3pm to 4pm

Feel free to join us.

Please note that if you are coming in for support:

Before contacting us in person, click on the link to the [STS Waiver](#) and print and sign it so you are able to hand it to the technician.



Contact Information

IMPORTANT NOTES: Please be sure you understand and accept STS waiver terms on the links [STS Waiver \(onsite\)](#) [STS Offsite Waiver](#) (off site) before contacting us.

- Contact by Phone: 808-734-9611
- Web Submission (In development)
- [Click here to contact by Email](#)
- [Click here to contact by Blackboard Collaborate \(Elluminate\)](#). Note Java required to run Elluminate. If java is not already installed, a wizard to install Java will auto-load.
- To visit us on-site click below for map of:
 - Naio 201 - CELTT
 - Iliahi 123 - Hookele Reference Desk
 - Lama (Library) - Student Help Desk

Hours of operation are subject to change. Please note due to staffing limitations live coverage may not be available at all times. Requests can be submitted online or by email 24 hours a day.

Information Technology Resources for New Students

Please take a moment to review the following article that describes how to get started using technology services at Kapi'olani Community College:

[Information Technology for New Students](#)

Information Technology Resources for New Student Technical Support Specialists

[Student Technical Services](#)



UNIVERSITY of HAWAII*
KAPI'OLANI
COMMUNITY COLLEGE

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