

1. How do I forward my office phone line?

Select the 'Forward all' or 'CFwdALL' button on your office phone and enter the phone number you would like to have your calls forwarded to.

2. How do I remove forwarded phone calls from my personal phone?

Select the "Forward Off" button on your office phone

3. How do I change my voicemail remotely?

Note: This procedure can be used for all employees regardless of whether or not they have an extension that can be directly dialed from the outside.

1. Dial the main Wiregrass phone number (229) 333-2100
2. Wait until the voice mail starts and press (4)
3. The system will ask who you want to call. At this point, say the name of the person (This will be your name if you are trying to reach your voicemail)
4. At this point, the system will ask you to confirm. If the name is correct, say "Yes".
5. At this point, the system will transfer you to your office extension.
6. Wait until the voice mail starts and press (*)
7. The system will ask you for your ID (ID is your 4 Digit Ext.)
8. When prompted, enter Your PIN and follow instruction given by the system.

If you need to reset your voicemail PIN to access the voicemail settings, navigate to <https://selfservice.wiregrass.edu> and log in using your Wiregrass credentials. From the "General Requests" section, you will need to click on the request for "Resetting your Voicemail pin".

4. How do I check my wiregrass.edu email from home?

Enter outlook.com/wiregrass.edu in the address bar of your browser. When prompted enter your Wiregrass credentials. The link is also on the employee page on the website.

5. How do I access my files on OneDrive?

Using a web browser, navigate to onedrive.live.com and enter your wiregrass credentials.

6. How do I reset my password?

Employees and students with multi-factor authentication (MFA) setup are able to change their password using the 'Forgot' password link on the email login screen.

7. How do I change the contact method for MFA?

Employees and students can open a web browser and go to <https://aka.ms/mfasetup>

8. Who do I contact for IT support?

Students will need to email the IT Helpdesk at ithelpdesk@wiregrass.edu. Employees should submit a work order using <https://selfservice.wiregrass.edu>.

9. How do I access my wiregrass.edu WebEx account?

In your web browser, enter wiregrass.webex.com into the address bar. Click the blue sign in button and enter your WebEx credentials. If you do not have an account, send your request to the WGTC IT Department at ithelpdesk@wiregrass.edu.

10. Where can I find the WebEx Meetings and WebEx Teams downloads?

The WebEx Meetings and WebEx Teams downloads can be found at webex.com/downloads.html.

11. How do I host a conference call using WebEx?

Use this conference line if you need to host a meeting but do not need the use of video.

- Log into your Wiregrass WebEx account at wiregrass.webex.com
- Click on 'Preferences' and then the 'Audio and Video' tab
- Create your Audio Pin and then click 'Save' (this is used for your Personal Conference Line)
- Click 'Generate an Account' next to personal conferencing to setup your Personal Conference Line
- Your personal conference line has now been generated. You can share this conference line information with all participants included in the scheduled call.

12. Who do students contact for support with Respondus Lockdown Browser?

Respondus resources for students: <https://web.respondus.com/student-help/>

Direct link to submit a support ticket:

<https://support.respondus.com/support/index.php?/Default/Tickets/Submit/RenderForm/2>

13. How can students retrieve their username, if they don't know it?

Students can retrieve their username using the following web page: <https://forms.wiregrass.edu/usernamelookup>

14. Do students have the ability to reset their own password?

Yes. Students have the ability to reset their password by opening a web browser and going to the following URL: <https://aka.ms/SSPR>

Students will be prompted to enter their Wiregrass student email address and verify their identity. Once they have verified their identity, they will be prompted to enter a new password. After entering the new password, the student will need to wait at least 15 minutes before trying to sign-in again.

NOTE: This will reset the password for myBanWeb, myBlackboard, myNavigate, and student email.

Additionally, students that use the self-service password reset feature, may get a message stating they need to register before they can reset their password.

The registration can be performed in one of two ways:

- By signing into email and responding to the "More information is required" message
OR
- Going to <https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup>

After doing one of these two, a student can reset her/his own password. However, both of these methods require the student to know her/his existing password.

15. How do I download the Microsoft Office applications?

Navigate to <https://portal.office.com/account#> in your web browser. Click "Install Office" and run the downloaded file. Follow all prompts from the installer. Once the install finishes, you should be prompted to sign in with your Wiregrass email account. You will need to use your full email address as the username and your email password. If you receive an error message about not having a license to use the software, please contact the IT Department at ithelpdesk@wiregrass.edu.