

STUDENT TECHNOLOGY GUIDE

2025-26

Surgical Technology



With *you* In Mind

Table of Contents

Computer Requirements	2
ECCC IT Helpdesk Guide	3
Evolve Elsevier Customer Service and Technical Support	4
Evolve Elsevier Technical Requirements	5
Technical Difficulties Checklist	5
Critical Skills Videos	6
How to Install Microsoft 365	9
ZOOM.....	10
Notes	10
Distance Education Technology Information -----	11

Computer Requirements

Access to an electronic device is required for program completion. If you are unable to obtain an electronic device, the Burton Library has laptop computers that may be checked out for use in the library only. The following is the recommended system requirements:

I. Windows Operating System

- Windows 10 64-bit
- CPU: Intel i5 or higher processor
- Ram: 8 GB or higher
- Hard drive: HDD or SSD: 256 GB or greater
- 12-inch or larger monitor
- Video: 1280 x 800 or better
- Sound card and speaker capability
- WiFi Capability

I. MAC Operating System

- MAC OS Mojave or better
- CPU: Intel i5 or higher processor
- Ram: 8 GB or higher
- Hard drive: HDD or SSD: 250 GB or greater
- 12-inch or larger monitor
- Video: 800 x 600 or better
- Sound card and speaker capability
- WiFi Capability

II. General Requirements

- Microsoft Office 365 Education (Must use **Microsoft Word**. Do NOT use Notepad or WordPerfect)
<https://www.microsoft.com/en-us/education/products/office/default.aspx>
- E-mail client program capable of handling MIME binary file attachments (e.g. Outlook, Google, Yahoo, Hotmail, AOL)
- Web browser (most current version of Google Chrome, Mozilla Firefox, Safari, Edge)
- Internet compatible

ECCC – IT HELPDESK

Login Instructions for Students



What is my ECCC Student Email Address?

first name.last name + last 4 digits of student ID# + @students.eccc.edu

Example: Jane Doe with ID# of 123456.

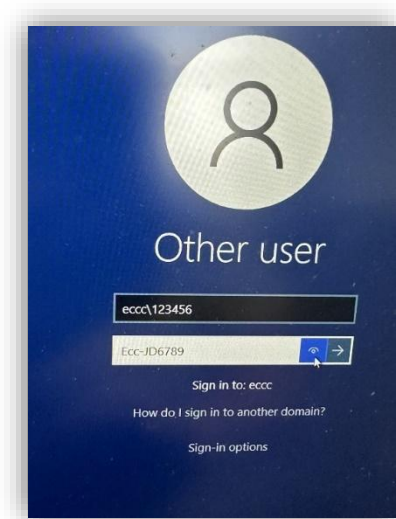
Email address would be: jane.doe3456@students.eccc.edu

What is my initial ECCC password?

Ecc- + uppercase first letter of first name + uppercase first letter of last name + last 4 digits of SSN

Example: Jane Doe with SSN of 123456789.

Password would be: Ecc-ID6789

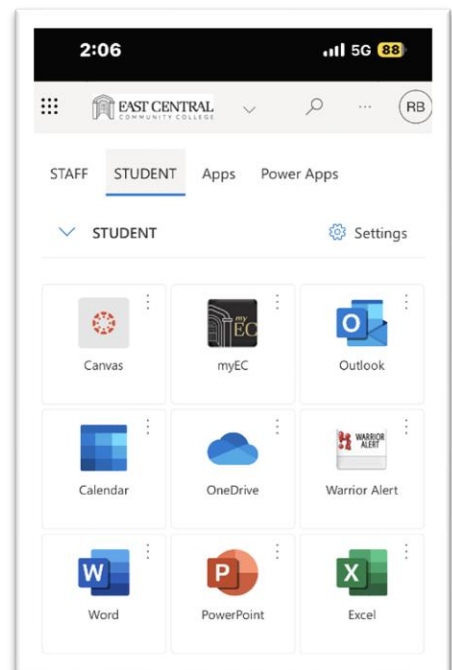


How do I login to a computer on campus?

Login using ECCC\student id # and password above.

Example: ECCC\123456

How do I login to myEc, Canvas, EC email, and more (Single Sign On)?



Go to

<https://myapps.microsoft.com/eccc.edu>

Login using student email address and password above. If you "Forgot Password," use this link and click on the 'Can't access your account?'. Follow the on-screen prompts to reset your password.

Still can't login? Email: ithelpdesk@eccc.edu

Evolve Elsevier

An Elsevier representative will be present on campus at the beginning of each semester to assist students with access to e-books, resources, or Elsevier access issues. If you encounter problems with Evolve access or resources, please view the following resources.

Elsevier Customer Service and Technical Support

Contact and Hours of Operation

- Phone: 1.800.222.9570
 - Hours: Monday- Friday 0600-2400 CST; Saturday – Sunday 0900-2100 CST
- Chat:
https://service.elsevier.com/app/chat/chat_launch/supporthub/evolve/
- Email: <https://service.elsevier.com/app/contact/supporthub/evolve/>
(Response should be returned within 24 hours)
- Shadow Health: VIP Student Support: 1-800-764-0131.

If requesting an update on an existing issue, please have your **Ticket Number** available when you call.

Evolve Resources	https://evolve.elsevier.com/studentlife/products/evolve-resources/
HESI	https://evolve.elsevier.com/studentlife/hesi.html
Mobile	https://evolve.elsevier.com/studentlife/mobile.html

Evolve Elsevier Technical Requirements

Please find the supported browsers, devices and operating systems **Evolve Portal and Platform, Evolve Adaptive Quizzing (EAQ) – Next Gen, Evolve Adaptive Learning (EAL), Shadow Health, and Sherpath:**

Browsers	Devices	Operating systems
Google Chrome™ Mozilla Firefox® Safari 15 Edge	Desktop Laptop	Windows Mac

HESI iNet System Requirements

Please click your operating system below to see specific requirements for HESI iNet:

- [Windows](#)
- [Mac](#)

Evolve Technical Difficulties Checklist

Please check the following when experiencing technical difficulties:

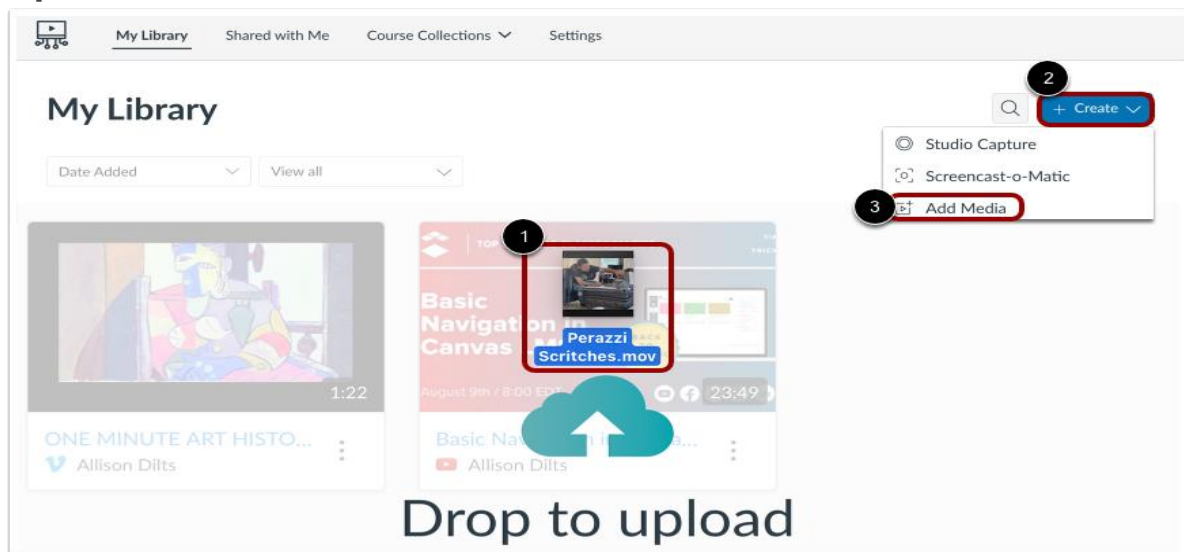
- Sometimes pop-up blockers prevent content from showing. Learn [here](#) how to enable pop-ups in your browser.
(https://service.elsevier.com/app/answers/detail/a_id/8582/supporthub/evolve/)
- If you are experiencing issues accessing a website or resetting your password, it may be due to the cache and cookies your browser saves when browsing. Learn [here](#) how to clear your cache and cookies.
(https://service.elsevier.com/app/answers/detail/a_id/5117/supporthub/evolve/)
- For certain products like HESI testing, it is very important to have a fast and stable internet connection. Run the compatibility test for HESI testing [here](#).
<https://hesi.elsevier.com/systemChecker/index.html>

Critical Skills Videos

Students may be instructed to record Critical Skills Videos. Instructions on uploading Critical Skills videos to Studio within Canvas:

1. In Canvas Studio, you can upload media files from your device by dragging and dropping a file into the My Library page or using the Add Media link. Studio supports uploading individual media files, and you can upload an individual media file or multiple individual files at once. The maximum file size for a media file upload is 10 GB. Learn more about [supported file formats](#).
2. Once the media file is uploaded in Studio, you can [add annotations](#), [share access](#), and manage the media using the [media tabs](#). When Critical Skills Videos are uploaded, you will be required to share the video with your assigned advisor.
3. Studio also supports adding videos from YouTube and Vimeo via URL.

Upload Media Files



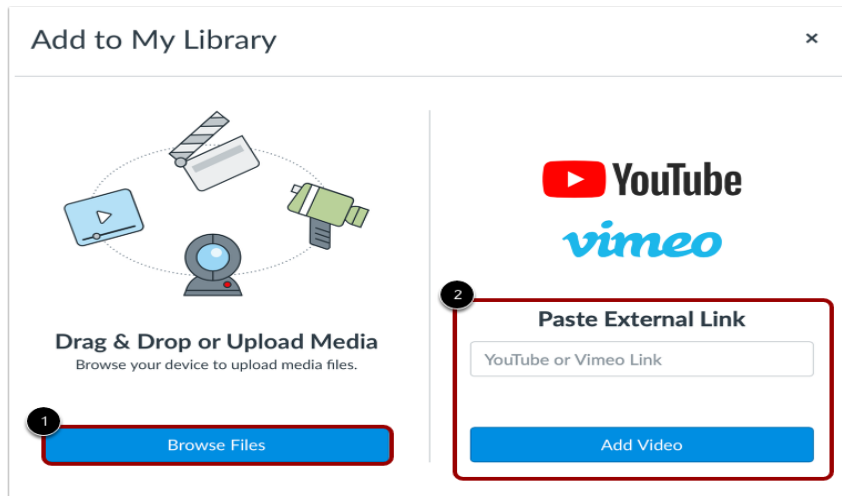
To add a media file to any page in Studio, you can drag and drop files from your computer [1].

To browse your computer for a media file, click the **Create** drop-down menu [2]. Then click the **Add Media** link [3].

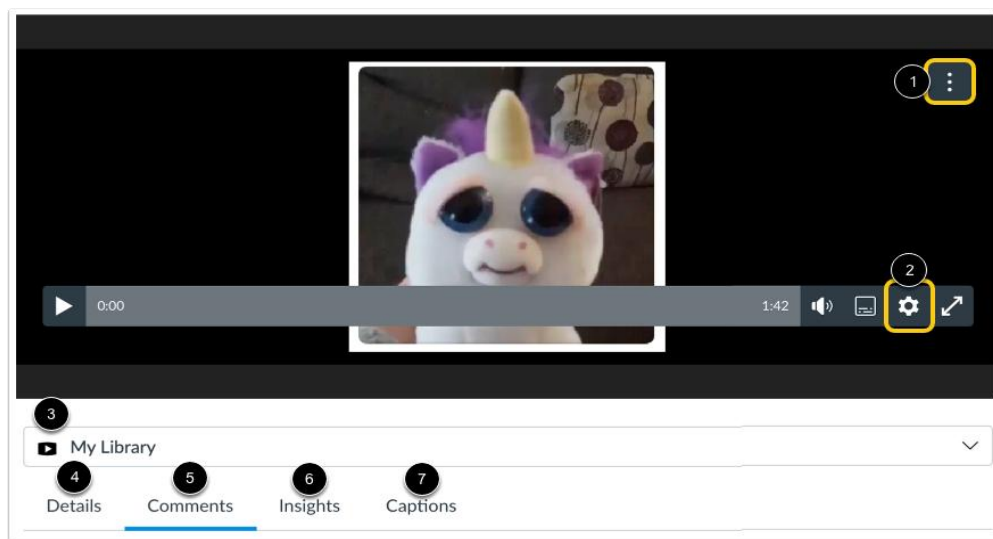
Notes:

- You can upload multiple media files at once. However, Studio cannot upload compressed (ZIP) files. The maximum file size for a media file upload is 10 GB. Learn more about [supported file formats](#).

Browse Files



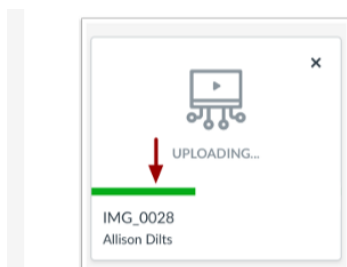
In the Add to My Library window, click the **Browse Files** button [1]. You may also be able to add media via [YouTube or Vimeo URL](#) [2].



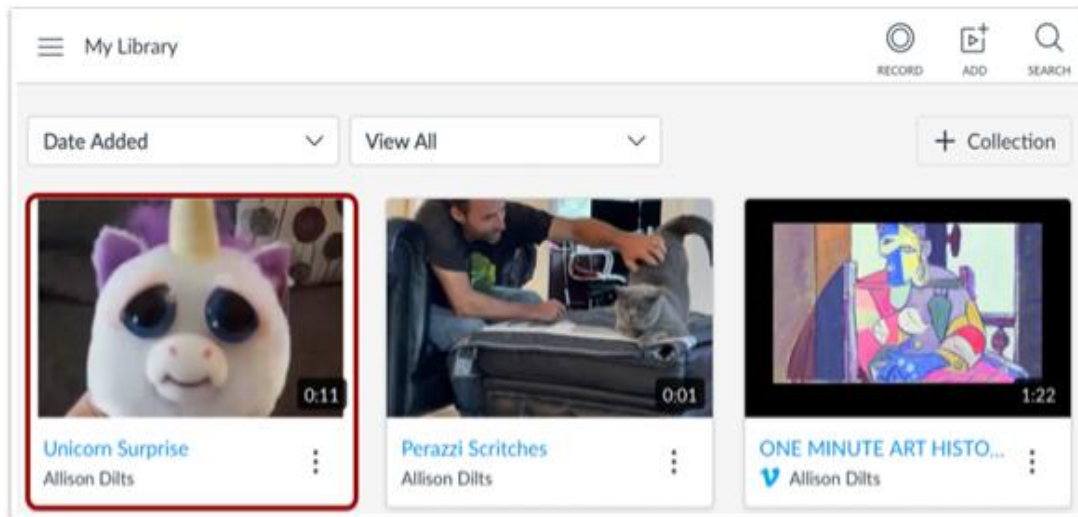
Upload File

Select the media file you want to upload [1]. Then click the Upload button [2].

View Upload Progress

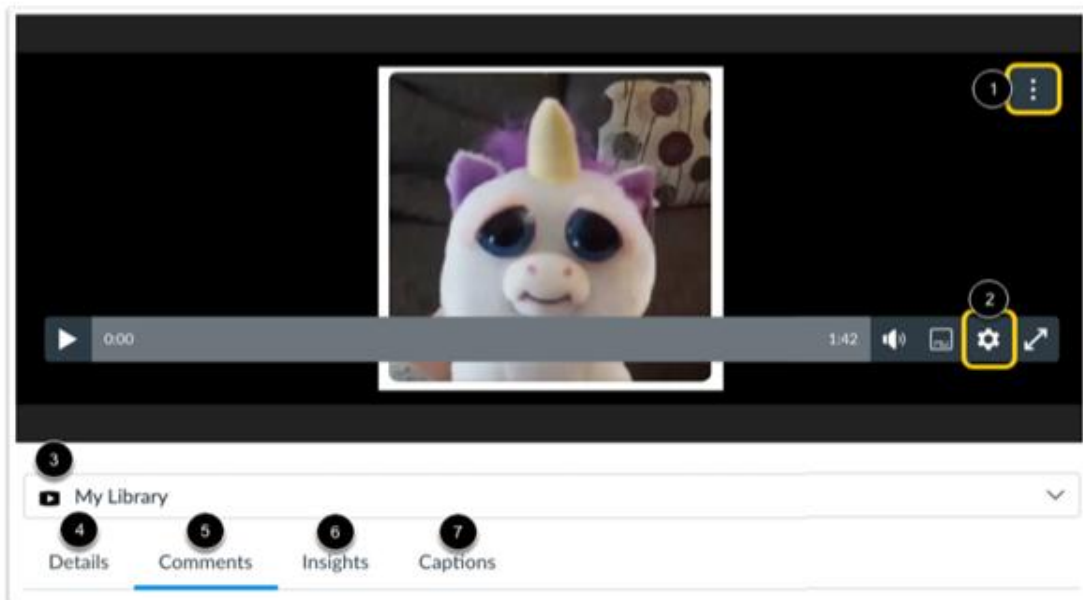


View Uploaded Media



View the media in your My Library page. Click to view the media.

Manage Media



You can share the media, get a public link or embed code, or delete the media from the **More Options** menu [1].

You can manage the media playback speed and turn commenting on and off from the **Media Settings** menu [2].

To view the media in a library or course, click the Media Location drop-down menu [3]. If the media is added in a course, you can view course-specific media details.

You can also edit media details [4], view comments [5], review add captions [7].

HOW TO INSTALL YOUR FREE ECCC STUDENT MICROSOFT OFFICE 365

Go to:
office.com/getoffice365

Enter your ECCC
email address.

Click link: *I'm a Student*
and complete *Create Your*
Account process.

Check your email. Enter
the *Verification Code* and
complete registration..

Install Office 365 and
sign-in with your new
Office 365 Identification.

ZOOM

1. ECCC IT has no access to manage or configure ZOOM.
2. ZOOM support site: <https://support.zoom.us/hc/en-us>.
3. Check your email for a ZOOM invitation.
4. You will be placed in a waiting room until faculty admit you to the meeting.
5. Mute your microphone so that background noise does not disturb the meeting or class.
6. You can unmute to talk or answer a question.
7. You can raise your hand to ask a question.
8. You can type a question into Chat.

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Distance Education Technology Information

Surgical Technology Students that are utilizing our distance learning classes at East Central Community College will need to furnish their own personal desktop computer or laptop for classes. If the student does not have access to a personal computer or laptop the student may utilize our college library where students have access to desktop computers. The library also has laptops that students can check out if they do not have their own.

Surgical technology students also have access to our eLearning proctoring center on campus. Within this center we have 22 desktop computers and faculty (help desk) on hand daily within working hours.

Faculty help desk Hours of operation:

Monday – Thursday 8:00am – 4:00pm.

Friday - 8:00 am – 12 noon.