

**Supporting Employees - Need assistance during GoLive Week?
Monday October 28th through Friday November 1st**

Having problems logging in? Don't have access to your Employee Self-Service?

Call x2425 and choose option #4. Your call will be answered by IT Service Center staff, or MyClark team members.

Want someone to help you get into ctcLink? Need a quick tutorial on how to navigate PeopleSoft?

Come to the open lab in **APH 210**, (10/28 – 11/1).

Monday 8am – 5pm

Tuesday 7am – 5pm

Wednesday 8am – 6pm

Thursday 8am – 5pm

Friday 8am – 3pm

Are you a SMES who needs some extra help with a business process? Have some post GoLive questions to ask?

We'll have **GHL 205** open all week, with a variety of project staff and trainers to assist you. Laptop computers will be available.

Just need some coffee or chocolates? Can't access everything in ctcLink you need to do your job?

Stop by the triage center in **GHL 207**. We'll have IT Service Center Staff and MyClark team members who can trouble shoot issues you are encountering. We'll have an open webex to SBCTC all week for any additional assistance we need.

Located at Clark Center at WSU Vancouver?

Open lab on Thursday, October 31st from 1:00 – 4:30pm in **CCW 104 lab** – Employees and Students are welcome.

Located at Columbia Tech Center?

Open lab on Tuesday, October 29th from 1:00 – 4:30pm in **CTC 339** – Employees are welcome.

Open lab on Friday, November 1st from 8:00am – noon in **CTC 339** – Employees and Students are welcome.

Need some help navigating the system with your assistive technology?

Contact Andrea Sanchez-Turner in Human Resources at (360) 992-2381.

Want some support as you submit your new timesheets or approving time for employees?

Come to the open lab in **GHL 021**.

Wednesday, October 30th from 8:00pm to 9:00pm

& Thursday, October 31st from 6:00am to 6:00pm - to submit your timesheet

Friday, November 1st 9:00am to 3:00pm – to approve timesheets for your employees

Would you like to see a demonstration of time sheets?

Wednesday, October 30th in **SHL 019** from 10:00am-11:30pm and 2:30-4:00pm, by Sherri Meadors.



Supporting Students - Need assistance during GoLive Week? Monday October 28th through Friday November 1st

Student Employees will be able to access the system on Tuesday, October 29th, and can utilize any of the assistance for employees, for information related to their jobs. Student access and support for the Student Homepage will begin on Thursday, October 31st. Offices at Clark College will be closed on October 28th and 29th, however, the Information Desk in Gaiser will be staffed and available to answer your questions.

Have questions about logging in?

Visit the Student Ambassadors and Tech Hub staff in **Gaiser Hall at the Welcome Desk** from 8am – 5pm Thursday and Friday October 31st and November 1st.

Call the Tech Hub at (360) 992-2010

If you want to sit down at a computer and get some assistance from Tech Hub staff

Tech Hub staff will be available 8:00am – 5:00pm Thursday and Friday in two locations:

Scarpelli (SHL) 135B & Library – Tech Hub located inside the front doors

If you have questions about your student data or something looks incorrect

Come visit us in **GHL 207**. You can stop at the Welcome Desk and someone can direct you to GHL 207.

We'll also have an open lab on Thursday October 31st at the **T-Building in room 229** from 9:00 am to 1:00 pm, and 4:00pm to 6:00pm.

Need some help navigating the system with your assistive technology?

- We recommend using the HighPoint app to get to all your MyClark information. Download the ctcLink app. from any app store.
- Help in person: The Career Center staff will be available to assist you in navigating the system. The Career Center is located on the lowest level of the Penguin Union Building (PUB 002), down the hallway from Disability Support Services. They are open Monday through Thursday from 8:00 am to 6:00 pm and Friday from 8:00 am to 1:00 pm.
- Assistive technology Tips and Tricks for myClark are available at www.clark.edu/newmyclark.
- Assistive technology In-person appointment: Contact the DSS office (360) 992-2314 for an Assistive Tech appointment to learn tips and tricks or assistance with navigation.

Located at Clark Center at WSU Vancouver?

Open lab on Thursday, October 31st from 1:00 – 4:30pm in **CCW 104 lab** – Employees and Students are welcome.

Located at Columbia Tech Center?

Open lab on Friday, November 1st from 8:00am – noon in **CTC 339** – Employees and Students are welcome.