



Welcome to Technical Support Center

KNOWN ISSUE WITH: FRONTIER COMMUNICATIONS & EERO



Technical Support Center Hours

7 am to Midnight - 7 days a week

If you are unable to reach the Technical Support Center, please email OnlineHelp@spcollege.edu



STUDENTS

727-341-4357 onlinehelp@spcollege.edu

From registration to coursework to email and everything in between, we are here to assist you with technical issues related to MySPC, MyCourses, student email and other technology related issues. This section contains some links and resources to help solve your issue.



STAFF/FACULTY

727-791-2795 onlinehelp@spcollege.edu

SPC's faculty and staff are vital to providing students with an excellent environment for learning and advancement. Our goal is to make your job easier through the use of technology-based services and tools.

[Technical Support Work Order](#)

Technical Support Center Mission

We will effectively and efficiently provide access and availability of IT support services to the satisfaction of all our customers by providing an informative and supportive first point of contact, and to assist all our customers in resolving IT issues that are affecting their ability to use the technology services that are offered at SPC.

EXPERIENCING CONNECTION ISSUES ?

ANNOUNCEMENTS

SPRING SEMESTER 2023

Still have time to register for SPRING, classes begin January 17th.

Earn credits over our convenient Spring Term. Choose face-to-face, online, LIVE Online, or blended courses to find the right fit. The Spring session academic offerings empower students to explore their passions and dreams.

[Spring Semester Calendar](#)

[Have questions for your Academic Advisor?](#)

[Student Support Resources](#)

SPRING TERM

Open Registration Begins Now

View our Spring classes so you can build the perfect schedule

Additional information: [Find Classes](#)

Coming Soon

May I help you?



Hi there! I'm a chatbot here to answer your questions. What would you like to know?

IT will be introducing...

and faculty roll before

To Le



CHECK FOR INTERNET OUTAGES

Internet Providers



Software as a Service



Frontier Communications

Frontier has recently partnered with Amazon to provide their new and existing (upgrade) customers with the above Eero Wi-Fi system

We have discovered that customers who have been issued this new network setup are unable to reach our website's single sign-on service when attempting to log into their SPC account (Students/Staff receive 'Bad Page Request', blank pages, server not available, access error messages)

Customers must allow our websites through the Eero device by using the Eero App found in the AppStore (Apple) or Google Play (Android) in order to reach our website

You can visit their [Help Center](#) or call their support line: 877-659-2347

The following steps must be performed to allow our websites:

<https://www.spcollege.edu>
<http://www.spcollege.edu>

https://support.eero.com/hc/en-us/articles/360045634132-Block-Allow-Websites#h_01EQETAT0WXZTWHNATXVXC86KM

There are **TWO ALIASES** that are legitimately SPC. Allowing these through will not harm the user's network.

Spcwww.trafficmanager.net
Dssaz.spcollege.edu
 (or possibly, Dssdo.spcollege.edu)

** (WWW goes to our Azure network traffic manager, which is a cloud load balancer. The traffic manager sends the request to either DSSAZ or DSSDO to validate accounts and permissions)

**This issue is not exclusively Frontier, although most of the issues have been with Frontier customers. We have noticed that customers with other ISPs such as Spectrum and who have separately bought and added this same Eero device are also having trouble reaching our website

Changes to MySPC Employee Self-Service Interface

The overall "look and feel" and interface of the employee MySPC Self-Service portal is changing. Tiles replace columns and each tile contains the links pertaining to a specific area. Click on the link below for more info.

[Changes to MySPC Employee Self Service & PS Systems](#)

[Preview the New MySPC Employee video](#)

Welcome to using MS Teams Standalone Voice Phone

The following instructions will help guide in setting up the new Yealink MP56 Teams phone, which is designed to work with the Microsoft Teams system. This guide provides some of the features you need to quickly use your new device. Please follow the Quick Start Guide included with your new phone equipment as a supplement to this document.

[Guide to Using Teams Standalone Voice Phone](#)

Did you know the SPC LRC hosts informative online workshops almost every week? [For more Information: Students Need to Know - Learning Resources](#)

INTERNSHIPS

Get real world experience from some of the area's best employers, learn valuable on-the-job skills, and expand your professional network.

[Click this link: For more Information](#)

Windows 7 - Major Security Risk to You and SPC

Both Microsoft and SPC have ended support for the Windows 7 operating system running on computers. Microsoft ceased to support Windows 7 on **January 14, 2020**.

[Windows 7 Information](#)

If you are having any issues logging in to MySPC or MyCourses

[For more Information](#)

Academic Calendar

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