PENNSYLVANIA HIGHLANDS COMMUNITY COLLEGE

Technology Reference Guide

Account Activation

Activate your account by using the two-step process outlined on myPEAK: my.pennhighlands.edu then clicking on the IT Services link. The Account Activation option is on the main page.

What computer apps do I need?

We recommend downloading **Office 365** (Word, Excel, PowerPoint, Outlook, OneNote, OneDrive, etc.) from office.com. Sign in with your Penn Highlands email and password then click "Install apps" on the top right corner of the webpage. Web versions of common Office 365 Apps are also available from this site. **Zoom** is also recommended. Under the Zoom after clicking on SSO, enter *pennhighlands* for company domain, then full College email address and password.

What phone apps do I need?

You will need the **Microsoft Authenticator** app to login to your account. We also recommend the **Pulse** (Brightspace) app, **myPEAK Mobile** app, and **Microsoft Outlook** app to access email.

What computer do I need?

Your best option is a Windows computer with Windows 10/11. The minimum recommended specs are 8GB of RAM, 256 GB Hard Drive, webcam, microphone and speakers. Devices such as Chromebooks, iPads, Surfaces, and other tablets may not meet the necessary requirements for Penn Highlands degree programs. Chromebooks do have issues with Lockdown browser and should be avoided in our environment.

Username & Password issues

Retrieve your username using our **myUsername Tool** found on the myPEAK homepage: my.pennhighlands.edu/.

Use Office 365's Self-service Password Tool to change your password or unlock your account passwordreset.microsoftonline.com.

Multi-factor Authentication

You can login at aka.ms/mysecurityinfo with your college email address and password to update your authentication options.

College Email

Check your College Email account often at outlook.office.com or install the Outlook App.

Access Brightspace

You can access your course materials, homework, assessments, exams, & grades at learn.pennhighlands.edu.

WiFi

While on-site, select **myPHCC** from the available WiFi settings and use your username and password to gain access.

Printing

You can print from any device while on College WiFi at print.pennhighlands.edu. You can also print in classrooms, computer labs, and the library.

Library Resources

Library reference material and databases are available from anywhere at pennhighlandslibrary.org/databases/ You can access online library resources using the same username and password you use for myPEAK.

Text Alerts

PeakTXT is a service that notifies you if the college has any emergencies or closings. You can sign up at pennhighlands.edu > Student Life > PEAKtxt webpage.

Student ID

Student IDs are electronic and accessible in the myPEAK mobile application. Once you login to the application, click on the menu option and click on myID.