Infrastructure Systems

Select Language

IN THIS SECTION

Remote Work Resources

- Remote Work Resources

Guides & Assistance

- Contact the Helpdesk 760.795.6850 for assistance with Two Factor Authentication (2FA)
- How to Access MiraCosta Email
- Employee Password Reset
  Resetting, recommendations, and requirements
- Personal Computer Security Guidelines
  Including patches, virus protection, and encryption
- SURF for Employees
  Including handouts & demos
- Employee Help Desk
  Creating basic service requests, facilities work orders, media production requests, and employee change requests

Web Application Guides

- Setting Faculty Preferences for Online Courses

Communications (Email, Voicemail, Phone)

- Employee Voicemail
  Including on-campus features, off-campus features, universal features, and associate faculty-specific features
- District Supported Email-Enabled Cell Phones
- Microsoft Exchange [Email, Calendaring, etc.]
- Telecommunications - Voice over IP (VoIP)
- Unified Messaging [convergence of telephone & email systems]
- Cisco IP Phone 7940G Tutorial
- Cisco IP Phone 7960G Tutorial

Computer Security

- [Report IT Security Issues](#)
- System Virus Protection
- Spam Blocking
- Firewalls & SSL Certificates

Network Connectivity

- Internet Connectivity
- Storage Area Network (SAN)
- Virtual Private Networks (VPN)
- [Wireless Networking](#)
  Including using wireless, FAQs, and policies

Server Hosting & Administration

- PeopleSoft
- Exchange
- eListen
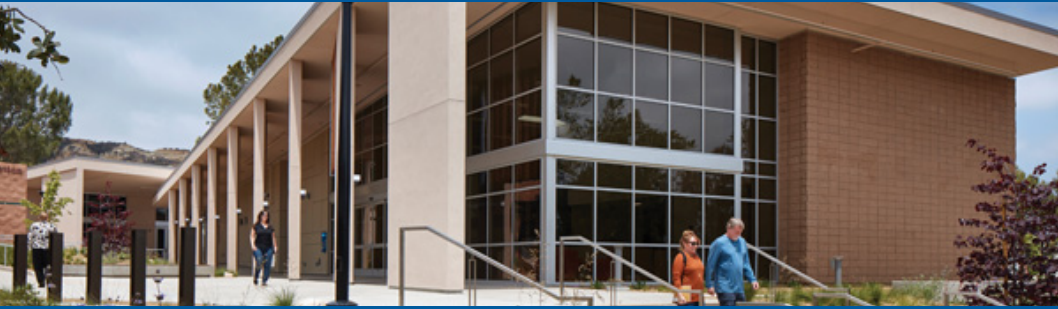- IIS, OSX (Apache)
- Storage Area Network (SAN)

Campus Locations

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