

Help Basics

Information on how to get help

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Welcome to CCA (Staff Account Information)



Cornerstone
Christian Academy

Intro

Welcome to Cornerstone Christian Academy. This guide was made to help you with your new CCA Account.

Your account is tied to access the many systems in our infrastructure, including your CCA issued device.

Google Workspace for Education



At CCA we use **Google Workspace Education** for our environment. These essential tools are part of the standard Google Workspace suite:

- **Gmail** - School email and primary communication hub.
- **Google Drive** - Cloud storage for files, assignments, and collaboration.
- **Docs, Sheets, Slides** - Real-time collaborative word processor, spreadsheet, and presentation tools.

- **Google Forms** - Create quizzes, surveys, and collect responses, which can feed into Sheets.
- **Google Calendar** - Schedule classes, meetings, and keep track of deadlines.
- **Google Classroom** - Centrally manage assignments, distribute materials, and engage students.
- **Google Chat** and **Google Meet** - Messaging and video conferencing for collaboration (Staff Only).
- **Google Tasks** - Integrated to-do list across Gmail and Calendar.
- **Google Keep** - Note-taking and organization tool.

Account

This guide will help you **set up and use your new CCA account**, which provides access to email, school systems, and our Wi-Fi/network.

Staff Username & Email

CCA **staff** usernames are generated with the following format.:

- **Username format:** `First initial + last name` (e.g., John Doe → `jdoe`)
- **Email domain:** `@cornerstonephiladelphia.com`
- **Scope of access:** G Suite, Wi-Fi, PaperCut (Printing), Learning Platforms, Library Systems, etc.

If your username is already taken, a number may be appended (e.g., `jdoe1``). Contact IT to resolve issues.*

Please **Click** the arrow below:

First-Time Login & Password Reset

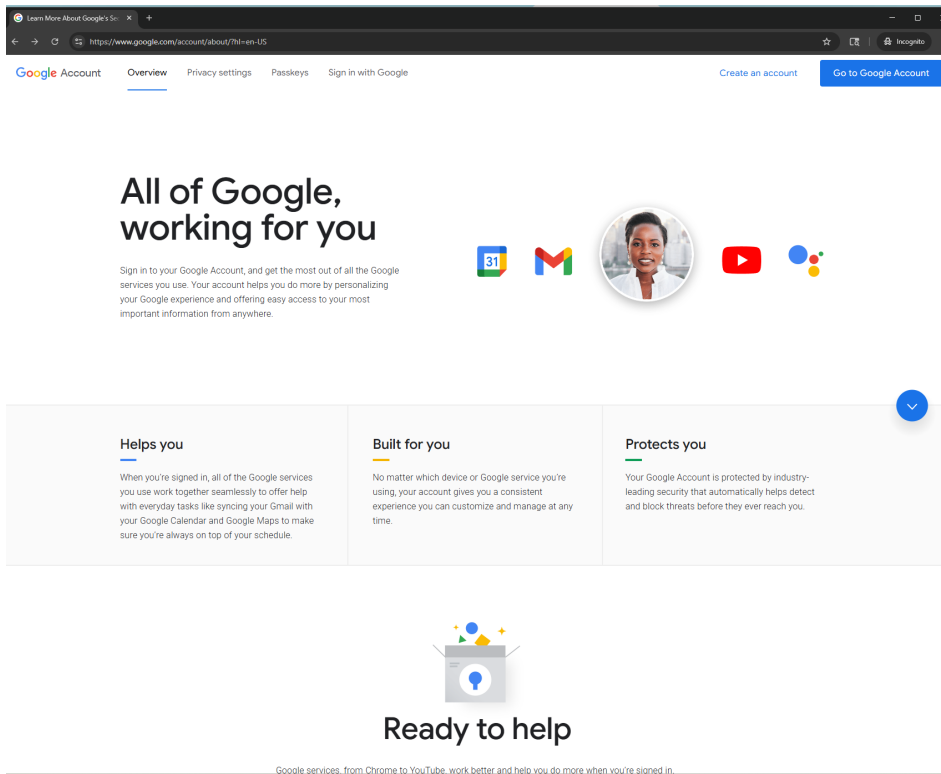
Before using your CCA account, you'll need to complete your **first login**.
If you forget your password in the future, you'll also use this same process to reset it.

☐ Directions:

users must use a browser from mobile, Tablet or computer with an active internet connection.

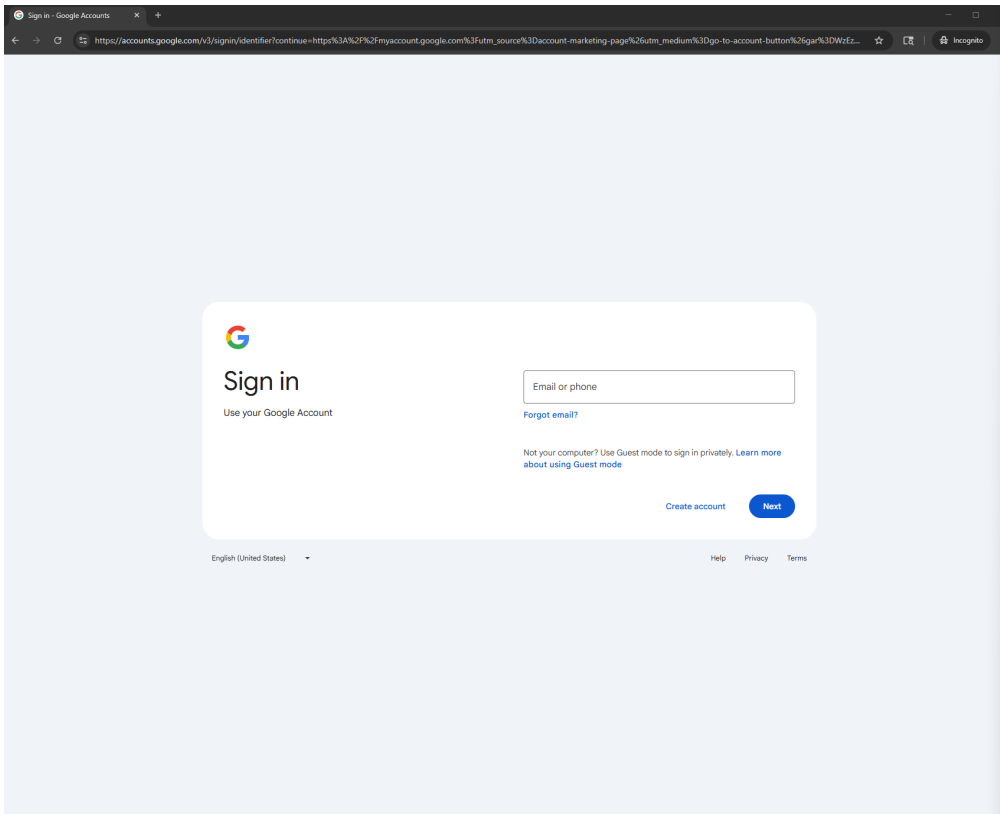
navigate to myaccount.google.com

Click "Go to Google Account"



The screenshot shows the Google Account Overview page in a browser. The address bar displays "https://www.google.com/account/about/7H-en-US". The page header includes "Google Account", "Overview", "Privacy settings", "Passkeys", "Sign in with Google", "Create an account", and a blue "Go to Google Account" button. The main content area features the heading "All of Google, working for you" and a sub-heading "Sign in to your Google Account, and get the most out of all the Google services you use. Your account helps you do more by personalizing your Google experience and offering easy access to your most important information from anywhere." Below this is a row of icons for Google Calendar, Gmail, a profile picture, YouTube, and Google Assistant. A section titled "Ready to help" is visible at the bottom, with a sub-heading "Google services, from Chrome to YouTube, work better and help you do more when you're signed in."

Enter your CCA Workspace **E-Mail** and **Temporary Password**



Google will ask you to enter the temporary password (current password) and give you the opportunity to enter a new strong password.

ONLY After this process is completed you can sign in a **CCA Device**

“ Important Notes

- Your **initial login** may require setting up recovery options.
- Passwords must follow CCA security standards (minimum length, complexity, etc.).
- If you encounter any issues, please **contact the IT Helpdesk** for assistance.

☐☐ Security Alert: Protect Yourself from Email Phishing

Phishing emails are one of the most common ways attackers try to steal your personal information, passwords, or gain access to school accounts. Please follow these best practices to stay safe:

☐ Best Practices

- **Think before you click** - Hover over links to verify the web address before opening.
- **Check the sender** - Confirm the email is from a trusted source (look carefully at spelling in the sender's address).
- **Look for red flags** - Urgent requests, poor spelling/grammar, or offers that seem too good to be true are often scams.
- **Don't open unexpected attachments** - Only open files you are expecting and from people you know.
- **Verify requests for sensitive information** - CCA IT will **never** ask for your password over email.
- **Report suspicious emails** - If you are unsure, forward the email to helpdesk@cornerstonephiladelphia.com

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⚠ Remember

Your CCA account is the key to email, learning systems, and school apps. Keeping it secure protects **you** and the **school community**.

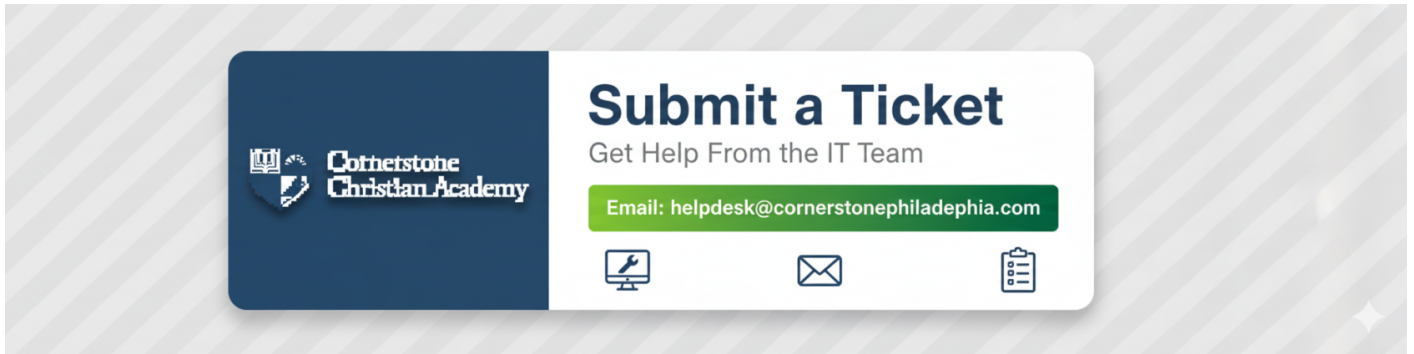
Resources

Bookmark this Wiki for quick reference! We update the articles contained on this wiki to keep staff and students informed. We use this wiki as a place to provide guidance in things that are useful and easy to understand for end-users. Please check-out other articles like some of the ones we listed below:

- [Print How To's](#)

- [How to Access you PaperCut Account](#)
- [How to Submit IT Helpdesk Ticket](#)
- [How to make Copies](#)
- [How to Scan Documents](#)

How to Submit an IT Helpdesk Ticket



If you are experiencing technical issues with a school device, software, or network, the best way to get help is by submitting an IT ticket. Following these steps ensures our IT department has all the information they need to resolve your issue quickly.

Creating Your Ticket via Email

All helpdesk tickets are created by sending an email. This automatically creates a ticket in our system and notifies the IT staff.

1. **Open your email client** (e.g., Gmail, Outlook).
2. Create a **new email**.
3. Address the email to: **helpdesk@cornerstonephiladelphia.com**

What to Include in Your Email

To help us solve your problem as fast as possible, please include the following information in your email:

1. A Clear Subject Line

Your subject line should be a brief summary of the problem.

- **Good Example:** "Student Chromebook won't turn on"
- **Good Example:** "Projector in Room 204 not working"
- **Bad Example:** "Help!"

2. A Detailed Description of the Issue

In the body of the email, please describe the problem in as much detail as you can. Be sure to include:

- **What is the problem?** (e.g., "The screen is black," "I can't connect to the Wi-Fi.")
- **Which device is affected?** (e.g., "My laptop," "The interactive whiteboard.")
- **Where is the device located?** (e.g., "Room 310," "The library.")
- **Are there any error messages?** If so, please write them exactly as they appear.

Please provide **screenshots** of the issue whenever possible.

3. Information for Student-Related Issues

This is very important.

If the technical issue involves a student's device or account, you **must** include the following information in your ticket:

- **Student's Full Name**
- **The Student's Room Number**

This allows our IT staff to quickly identify the student and their specific device.

Example Ticket

Here is an example of a well-written helpdesk ticket:

To: helpdesk@cornerstonephiladelphia.com

Subject: Student Chromebook unable to connect to Wi-Fi

Body: Hello,

The Chromebook assigned to **Jane Doe** in **Room 212** is not connecting to the CCA Wi-Fi network. All other devices in the room are connecting without any issues. When we try to connect, it says "Failed to connect to network."

Could you please assist when you have a moment?

Thank you, Mr. Smith