



Go Live & Support Plan
2/10/2021



SEATTLE COLLEGES
Central · North · South

Key Dates

- ❖ **February 10:** Last day to pay Seattle Colleges for anything until March 1. Cashiering Offices will not be able to process any transactions after February 10.
- ❖ **February 22 – 26:** Admissions, Advising, Cashiering, Enrollment, and Financial Aid offices are closed for the system change. Staff in those offices will be working with the SBCTC state agency on the changeover.
 - ❖ February 22: Employees can begin to activate their accounts and login
 - ❖ February 24: Invite faculty to activate their accounts
 - ❖ February 26: First time cards due in ctcLink
- ❖ **March 1:** All students can begin to activate their new ctcLink account and get their new ctcLink ID number.
- ❖ **March 3:** Enrollment opens for returning students.
- ❖ **March 8:** Enrollment opens for new students.

Employee Support: Account Activation

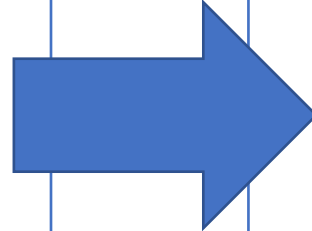


Start
Here

Access How-To & Help Resources

[ctcLink: How Will I...](#)

[ctcLink for Faculty Page & Videos](#)



Contact IT HelpDesk

<https://itservices.seattlecolleges.edu/>

LiveChat Support, Phone

Employee Support: Time & Leave & HR

Start
Here

Access How-To & Help Resources
[ctcLink: How Will I...](#)

Join a scheduled Employee Self-Service
training session
See [the Full Schedule](#)

Join the open ctcLink Employee Self-
Service support hours
[2/22 – 2/26](#)
[10am – noon](#)

Send a help request to the HR team.
During February 22 – March 5, the Payroll
and HR team will focus on critical time
reporting for student and hour
employees and payroll activities.

Employee Support: How Do I?

Start
Here

Access How-To & Help Resources

[ctcLink: How Will I...](#)

[ctcLink for Faculty](#)

[Info about Budget Numbers](#)

[ctcLink Reference Center](#)

Is there an upcoming SBCTC Training
Session? [the Full Schedule](#)

Check with a peer or supervisor

ctcLink Support WebEx for Feb.
22 – March 5

Contact your pillar lead

Terri Plischke – Finance & SF

Derreck Pressley – Campus Solutions

Mark Baumann – Classes & Reporting

Jessica Wagner – HCM & Faculty Workload

Additional post-deployment
trainings will be held

- Purchasing Requisitions
- Weekly FWL Workshops
- Budget Reporting Training in April

Student Support: Account Activation

Access How-To & Help Resources

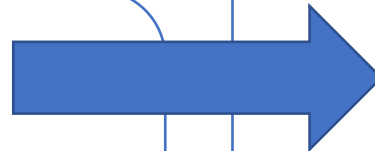
[Resources for Students](#)

(messed to student beginning 2/8)
Instructions sent through email, Canvas



Scheduled Training Sessions

Offered twice-daily March 1 – 12
Covers account activation, enrollment, paying
(hosted by project team w/IT & college support)
10am - 11:30am,
1pm - 2:30pm



Contact IT HelpDesk

<https://itservices.seattlecolleges.edu/>

LiveChat Support, Phone
Focused on account activation, browser and
access issues

General Student Support

Access How-To & Help Resources

[Resources for Students](#)

(messed to student beginning 2/8)

Enrollment Instructions sent through email,
Canvas



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10am - 11:30am,

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College Help & Support

Support through College's Virtual Assistance
Will need to direct students based on issues
(IT HelpDesk, Enrollment, Financial Aid, etc)



College Departments

Enrollment – holds, service indicators, pre-requisites

Cashiering – student balances, Spring tuition & fees

Financial Aid – financial aid questions

Advising – spring enrollment questions

Admissions – process and status

