

# Online Student Support Desk

## About Us

Having trouble submitting an assignment in Canvas or connecting to your class via Zoom? Need to check out a laptop or Wi-Fi Hotspot to complete an online course? The Moorpark College Online Student Support Desk is your destination for navigating the complexities of the online learning environment.

### Distance Education

#### Student Support

#### Faculty Support

#### DE Committee

## Contacting Us

To get started, select one of the options below:



[\(https://moorparkcollege.craniumcafe.com/group/ossd/schedule/\)](https://moorparkcollege.craniumcafe.com/group/ossd/schedule/)

### Schedule Appointment

[\(https://moorparkcollege.craniumcafe.com/group/ossd/lobby/\)](https://moorparkcollege.craniumcafe.com/group/ossd/lobby/)



### Join Virtual Lobby

[\(https://moorparkcollege.craniumcafe.com/group/ossd/lobby/\)](https://moorparkcollege.craniumcafe.com/group/ossd/lobby/)



[\(tel:8055534188\)](tel:8055534188)

### Call: (805) 553-4188 (tel:8055534188)



[. \(https://caccl-](https://caccl-moorpark.primo.exlibrisgroup.com/discovery/search?query=any%2Ccontains%2Cequipment%20lending&tab=Li)

[moorpark.primo.exlibrisgroup.com/discovery/search?query=any%2Ccontains%2Cequipment%20lending&tab=Li](https://caccl-moorpark.primo.exlibrisgroup.com/discovery/search?query=any%2Ccontains%2Cequipment%20lending&tab=Li)

### Reserve Equipment [. \(https://caccl-](https://caccl-moorpark.primo.exlibrisgroup.com/discovery/search?query=any%2Ccontains%2Cequipment%20lending&tab=Li)

[moorpark.primo.exlibrisgroup.com/discovery/search?query=any%2Ccontains%2Cequipment%20lending&tab=Li](https://caccl-moorpark.primo.exlibrisgroup.com/discovery/search?query=any%2Ccontains%2Cequipment%20lending&tab=Li)

## Technical Requirements

The Moorpark College Online Student Support Desk uses **Cranium Cafe**

[\(https://support.conexed.com/students/\)](https://support.conexed.com/students/) for virtual drop-ins. For the best user experience, you may wish to

**test your network speed** [\(https://www.speedtest.net/\)](https://www.speedtest.net/) and ensure you have the following:

- Webcam
- Headset with attached microphone
- Supported Web Browsers:
  - Google Chrome: **Google Play Store**  [\(https://play.google.com/store/apps/details?id=com.android.chrome&hl=en\\_US&gl=US\)](https://play.google.com/store/apps/details?id=com.android.chrome&hl=en_US&gl=US), **Apple App Store**

**(<https://apps.apple.com/us/app/google-chrome/id535886823>), and **Desktop PCs and Macs**  
**(<https://www.google.com/chrome/downloads/>)****

- Mozilla Firefox: **Desktop PCs and Macs**  
**(<https://www.mozilla.org/firefox/download/thanks/>)** (Smartphones and Tablets not recommended)