



## JETNET FREQUENTLY ASKED QUESTIONS (FAQs)

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### INTRODUCTION

The following questions are some of the more frequently asked questions about JetNet and online classes. If you have any questions that you would like us to add to the list please send an e-mail to the Solution Center: [jccsolutioncenter@jccmi.edu](mailto:jccsolutioncenter@jccmi.edu)

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- [I need help with JetNet. Who do I talk to?](#)
  - [I don't know if my computer is capable of accessing an online class. Where can I find information on what I need for my computer?](#)
  - [Do I need special software for my course/classes?](#)
  - [Can I survive an online class using a dial-up Internet connection?](#)
  - [I can't log into JetNet. Who should I contact for help?](#)
  - [I'm logged into JetNet but can't see my classes. Where are they?](#)
  - [I'm looking for my final course grade. Where can I find it?](#)
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  - [Where can I find the books and materials that are required for my class?](#)
  - [Where can I go to do research as an online student?](#)
  - [I can't seem to get past my Profile Edit page in JetNet. What should I do?](#)
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## I need help with JetNet. Who do I talk to?

You can contact the Solution Center using any of the following methods:

**Phone:** (888) 522-8744 **or** local (517) 796-8639

**Email:** [jccsolutioncenter@jccmi.edu](mailto:jccsolutioncenter@jccmi.edu)

**Walk In:** Atkinson Hall, Room 203

You should receive an answer to your email or phone message within two (2) business days. If you do not receive a reply, please contact the Solution Center again.

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## I don't know if my computer is capable of accessing an online class. Where can I find information on what I need for my computer?

[Click here to view technology specifications for the computer you are currently using.](#)

### Computer Requirements

- **Hardware (minimum)**
  - PC (IMB compatible Pentium II 500 MHz PCs and above with Windows 98 Operating System or better) OR Macintosh (Power PC, G3 233 MHz machine or better with Mac OS 9 or higher)
  - 128 MB RAM (or more)
  - 56.6 or better
  - Sound card and speakers
  - Microphone and earphone OR headset
  - At least 40 MB free disk space

- **Software (minimum)**

- Web Browser – **Firefox 3.0 or higher is highly recommended**, however Opera 9.0, Google Chrome, Safari, or Internet Explorer 9.0 or higher versions (these are free downloadable programs) are other alternatives. If you plan on using a browser supplied by your Internet Service Provider (ISP), make sure it is the most recent version (for example, AOL or WebTV). There is no guarantee that all course features will function in all non-Mozilla Firefox or Internet Explorer browsers.
- E-mail software or a Web browser capable of supporting e-mail activity, including sending / receiving attached files.
- Microsoft Word, WordPerfect, or another word processing program capable of saving files in RTF (Rich Text Format).
- Antivirus software
- Your course may require special (free) plug-ins to access streaming media, PDF files, or other web components. If this is the case, you'll learn more about these special requirements from your instructor.

**NOTE:** Some courses require specific software. Please contact instructors for course specific details.

### **Internet Service Provider (ISP)**

If you plan to do course work from your home computer, you must have an ISP at the start of your course. This provides you with Internet access (highly recommended to have high speed BROADBAND access) so that you can start on your course material as soon as you gain access to your course.

[Click here to see JCC Web Tools.](#)

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## Do I need special software for my course/classes?

If you are taking an online course based on specific software (for example Microsoft Word or Adobe Photoshop), you will need to have that software available on your own computer. JCC does not supply course software for online courses so you will have to purchase it yourself. If you have questions about what software is required for your course, first check [eServices](#). If you still have questions you can always contact your instructor for answers.

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## Can I survive an online class using a dial-up Internet connection?

Some courses include video or other multimedia objects that require a faster Internet connection speed than dial-up provides. For the most part, however, you can survive an online class at JCC with a dial-up connection. Contact the Solution Center at [jccsolutioncenter@jccmi.edu](mailto:jccsolutioncenter@jccmi.edu) if you have any questions.

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## I can't log into JetNet. Who should I contact for help?

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### **I'm logged into JetNet but can't see my classes. Where are they?**

First, consider when you registered for your class(es). It can take up to 36 business hours for your class(es) to appear in JetNet after you register.

Second, check your sections numbers. For example, if you are in CIS101.I1, you are in an online class (the section number starts with an "I").

If you are in CIS101.01, you are in a face-to-face course (the section number doesn't start with an "I").

Finally, check the scheduled start date for your class. Classes are not available until the start date listed on your schedule or in [eServices](#).

If you still have questions, please contact the Solution Center at [jccsolutioncenter@jccmi.edu](mailto:jccsolutioncenter@jccmi.edu)

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### **I'm looking for my final course grade. Where can I find it?**

You should check [e-Services](#) for your final course grade. You can always contact your instructor too.

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### **I'm looking for the classes offered next semester. Where can I find them?**

You can check [e-Services](#) for the course schedule. The list of courses available on the e-Services website is the most up-to-date resource for the schedule that JCC offers.

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## Where can I find the books and materials that are required for my class?

You can find all of the books and required materials for your class at our [online bookstore](#) or you can purchase your books at one of our on-campus bookstore locations. [Click here for more information on bookstore locations and hours.](#)

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## Where can I go to do research as an online student?

As a JCC Student you have access to our online library services. There are many databases that you can access online. [Click here to visit the JCC Atkinson Library website for more information.](#)

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