

[LPC Zoom Room \(Live Help\)](#): Meet Live with LPC staff for general assistance.

Free COVID-19 testing is now available to Chabot-Las Positas Community College District students, employees, and the community. Appointments are required for COVID-19 testing and can be made at [norcalcovid19testing.com](https://norcalcovid19testing.com).

All students accessing in-person classes and services must show proof of vaccination before starting classes. [Learn more.](#)

# Technology Department



Las Positas College > Technology Department > Software Standards

- Technology Department
- Technology Department *Home*
- Technology Services
- Current Computer Standards
- Current Software Standards
- Classroom Equipment
- Copy Services
- Frequently Asked Questions
- Technology Plans 2009-2020
- Policies & Procedures
- Technology Organization Chart

## Software Standards

This page lists standard software configurations for computers at the Las Positas Campus.

ALL software must be installed by the Technology Department following licensing guidelines.

Software configurations for classroom computers is determined by the instructional needs of the faculty and departments that oversee those areas. Student computer labs are re-imaged during semester recess as needed. Anticipated software updates should be requested through ServiceNow at least 4 weeks before the end of the previous semester.

- Log into ServiceNow
- Select - Request Service
- Select - Request for Software/ Computer Lab or Instructional Computers
- Complete the required fields and Submit

Adobe Cloud products such as Acrobat and Creative Suite are available to employees by request through ServiceNow.

- Log into ServiceNow
- Select - Request Service
- Select - Install Software for Office Computer
- Complete the required fields and Submit

## New Standard Software Installed on New Computers (administrative)

- Windows 10
- Microsoft Office 2016 Pro
- Acrobat Pro DC
- Java
- Silverlight
- Outlook 2016
- Symantec Endpoint
- Chrome
- Firefox
- Flash Player
- Shockwave
- Java

Other software may be added as needed with proper authorization.

## Standard Software Installed New Computers Faculty PC's

- Windows 10
- Microsoft Office 2016 Pro
- Acrobat Pro DC
- Outlook 2016
- Symantec EndPoint
- Silverlight
- Chrome
- Firefox
- Flash Player
- Shockwave
- Java

Other software may be added as needed with proper authorization.

## Standard Software Installed New PC's (Labs)

- Windows 10
- Microsoft Office 2016 Pro
- Acrobat Reader DC
- Symantec EndPoint
- Java
- Chrome
- Firefox
- Silverlight
- Flash Player
- Shockwave

## Standard Mac Platform New (Faculty)

- Mac OS 10.12
- Office 2016
- Adobe Reader
- Firefox
- Chrome
- Symantec Anti-virus 11

Other software may be added as needed with proper authorization.

### LPC Technology Help Desk

[\(925\) 424-1660](tel:9254241660)

Hours: 7:00 am - 6:00 pm

[Place a ServiceNow Request](#)

### District ITS Help Desk

[\(925\) 424-1715](tel:9254241715)

[Place a ServiceNow Request](#)

- [Outlook Resources](#)

### ClassWeb / Zone Help Desk

[\(925\) 424-1710](tel:9254241710)

- [Class-Web Home](#)

### Distance Education / Canvas Help Desk

[\(925\) 424-1144](tel:9254241144)

- [Online Learning](#)