

STUDENT TUTORIALS



Technical Assistance

To access student IT resources login to the MyMC3 portal from www.mc3.edu and select "Help Desk - Technical Assistance."

This site provides students with information on how to use web

resources at Montgomery County Community College, such as login information, Blackboard, MCCC student email, WebAdvisor and wireless configuration.

Additionally there are interactive tutorials at Montgomery County Community College's site on iTunes U.

ACCESSING STUDENT EMAIL

Upon registration for classes, students are provided an email address for life. The email address consists of your username (the first initial of your first name followed by your last name and the last four digits of your Student ID number).

Example: jsmith5678@students.mc3.edu



You must access your student email account in order to receive official correspondence from MCCC.

 $\label{thm:condition} To\ access\ your\ student\ email,\ log\ into\ the\ MyMC3\ portal\ and\ click\ Google\ Email.$

You can forward your student email to another account. Instructions can be found by clicking on "Help Desk - Technical Assistance" in the portal.

HELP FOR STUDENTS

Technical Help Desk 215.641.6495 Advanced Technology Center 323 West Campus: South Hall, Room 256 Email: <u>helpdesk@mc3.edu</u> Live Support: <u>http://support.mc3.edu</u>

Help Desk Hours of Operation

Fall & Spring

- Monday through Friday 7:00 a.m. 10:15 p.m.
- Saturday 9:00 a.m. 1:00 p.m.

Summer

- Monday through Thursday 7:30 a.m. 10:15 p.m.
- Friday 7:30 a.m. 5:00 p.m.

Intersession

- Hours vary, see Help Desk page on the MyMC3 portal

MONTGOMERY COUNTY COMMUNITY COLLEGE

Blue Bell Campus 340 DeKalb Pike Blue Bell, PA 19422

Pottstown Campus 101 Campus Drive Pottstown, PA 19464



INFORMATION TECHNOLOGY

STUDENT RESOURCES



Technical Help Desk
ATC Building Room 323
Help Desk: 215.641.6495
Email: helpdesk@mc3.edu
http://support.mc3.edu
Version 3.3

Information Technology Resources for Students

Logins and Passwords

Student accounts are automatically created 24 hours after registering for a class.

Students are assigned one username. This username consists of the first initial of your first name, then your last name (up to 15 characters without special characters such as an apostrophe or dash) followed by the last 4 digits of your MCCC ID number. This is your username for all web resources at the college.

Example: jobrien5678

If you are having trouble with your login, you can obtain your login by clicking on the link **Find Username Online** from the login screen.

Passwords

Your password is initially set to your **7-digit MCCC ID**. If you do not know your MCCC ID, click on the **Find MCCC ID Online** link from the login page.

If you have changed and forgotten your password or are locked out of your account, please contact the Technical Help Desk.

http://www.mc3.edu

The MyMC3 portal at Montgomery County Community College can be accessed through the main college website: www.mc3.edu

The portal provides a one-stop shop for all student IT resources that include:

✓ Blackboard

✓ WebAdvisor

✓Email

✓ And more!

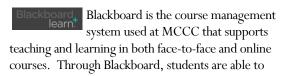
WebAdvisor

WebAdvisor is the college's main resource for students to obtain information on the following:

- Registration for classes
- Class schedule
- Checking grades online
- Financial aid information
- i manetai ara mitorimation

- Pay your bill online and more!





- Class information online
- Discussion boards
- Course documents
- And more!

access:





Technical Help Desk

Computer Labs and Public PCs

There are 39 computer labs at the Blue Bell campus and 10 computer labs at the Pottstown campus. Most computer labs are for use in the curriculum and have 20 student PCs, as well as an instructor's station and a Smartboard. There are also public access computers in the library with a full suite of applications, as well as printers. Additionally there are many walk-up stations available in all buildings for students to use and access the web.

Borrow a Laptop Computer



If you are on campus and would like to borrow a laptop for use inside the library, the AV library has laptops available for loan to

students. Using these laptops, you can connect wireless to the Internet or use the Office applications that are installed. The AV library is located in College Hall, inside Brendlinger Library on the 2nd floor or at the Library in the South Hall at West Campus.

Wireless Access on Campus

The college's network coverage include wireless connectivity on campus. To find out more information, visit the IT pages on the MyMC3 portal.

Acceptable Use of Technology

The college promotes a safe computing environment. Please review the college's Acceptable Use of Technology Policy on the web at http://www.mc3.edu/aboutus/policies/adm-5/accept.aspx