



## STUDENT TUTORIALS



Technical  
Assistance

To access student IT resources login to the MyMC3 portal from [www.mc3.edu](http://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](mailto:jsmith5678@students.mc3.edu)



Google Email

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

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: [helpdesk@mc3.edu](mailto:helpdesk@mc3.edu)

Live Support: <http://support.mc3.edu>

### 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



Montgomery County  
Community College

## INFORMATION TECHNOLOGY

## STUDENT RESOURCES



Technical Help Desk

ATC Building Room 323

Help Desk: 215.641.6495

Email: [helpdesk@mc3.edu](mailto: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](http://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
- Pay your bill online and more!



## Blackboard



Blackboard is the course management system used at MCCC that supports teaching and learning in both face-to-face and online courses. Through Blackboard, students are able to access:

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



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>