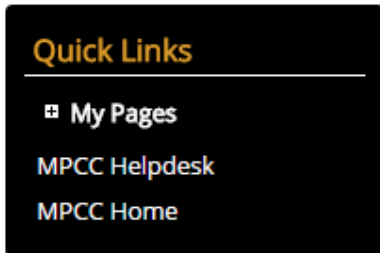


## ACCESS HELPDESK WEBPAGE

- Type [helpdesk.mpcc.edu](http://helpdesk.mpcc.edu) in the address bar of browser.
- On the Home page of the MPCC website scroll to bottom of the page, click **HelpDesk** under **Get Help**.



- On the Sign on page at the very bottom of the page, click on **IS Helpdesk**.
- On the page that has the student email, CampusWeb and Blackboard icons, click on **IS Helpdesk** at the bottom of the page.
- From the CampusWeb application in the Quick Links box in the bottom left hand corner of the page, click **MPCC Helpdesk**.



## DOWNLOAD MICROSOFT OFFICE 365 INSTRUCTIONS

1. Go to **MPCC Helpdesk**
2. Click on **How to Articles**
3. Click on **Student Articles**
4. Open **Download and Install Office 365** instructions

## GET HELP

**PHONE:**  
308-535-3712 or  
1-800-658-4308 Ext. 3712

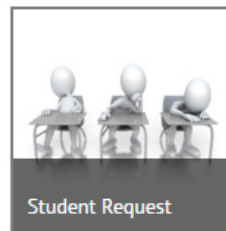
**EMAIL:**  
[techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

**WEBSITE:**  
[helpdesk.mpcc.edu](http://helpdesk.mpcc.edu)

**CHAT:**  
[helpdesk.mpcc.edu](http://helpdesk.mpcc.edu)  
then click **Live Chat**



**REPORT A PROBLEM:**  
[helpdesk.mpcc.edu](http://helpdesk.mpcc.edu)  
then click **Student Request**



# INFORMATION SYSTEMS HELPDESK

TECHNOLOGY HELP @ MPCC

**PHONE:** 308-535-3712 or  
1-800-658-4308 Ext. 3712

**WEBSITE:** [helpdesk.mpcc.edu](http://helpdesk.mpcc.edu)  
**EMAIL:** [techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

### HOURS:

**Monday-Thursday:**  
8:00 AM to 8:00 PM

**Friday:**  
8:00 AM to 5:00 PM

**Saturday:**  
Closed

**Sunday:**  
11:00 AM – 8:00 PM

## ACCESS

### THE STUDENT SYSTEM

1. Go to [www.mpcc.edu](http://www.mpcc.edu) website.
2. Click the **My Campus Web** icon located in the top right hand corner of the page.



3. Enter **MPCC email address** in the first box. Example: [jdoe000@students.mpcc.edu](mailto:jdoe000@students.mpcc.edu).
4. Enter **password** in the second box.
5. Click **Sign In** button.

Once signed on, will be able to access student email, CampusWeb, and Blackboard from one location. System gives a reminder 14 days before password expires on this page.

## PASSWORD POLICY

1. Password must contain a minimum of 8 characters.
2. Password must contain upper (A through Z) and lower (a through z) case characters.
3. Password must contain a number (0 through 9) or a non-alphabetic character (!, @, #, \$, %)
4. Password may not contain the user's account name or parts of user's full name that exceed two consecutive characters.
5. Password cannot be the (exact) same as any of the last 5 passwords used.
6. Password must be changed every 120 days. This time starts from the date it was changed or reset. Password will expire after that date.

## GET

### LOG-ON INFORMATION

- From the Sign on page under the **Sign In** button

[Forgot Username](#) | [Forgot Password](#) | [Change Password](#)

- From Helpdesk webpage

### Password Management

[Get My Username](#)

[Reset Password](#)

[Change Password](#)

## GET USERNAME

1. Click **Forgot Username** or **Get My Username**.
2. Enter **last name** in field
3. Enter **last four digits of Social Security Number** in field

For users that do not have a social security number in the system, the college is using the last four digits of your student number.

4. Select **month and day** from dropdown box and enter **year** of birthday in field.
5. Click **Get My Email Address**.

If no match is found, try any previous last names. If no match is still not found there could be an error in the system or empty information, please contact the helpdesk for help.

## CHANGE PASSWORD

1. Click **Change Password**.
2. Enter **MPCC student email address** in Email Address field.
3. Enter **current password** in Current Password field
4. Enter **new password** that meets the requirements in the New Password and Confirm Password field.
5. Click the **Change My Password** button.

## RESET PASSWORD

1. Click **Forgot Password** or **Reset Password**.
2. Enter **MPCC student email address** in Email Address field
3. Enter **last four digits of Social Security Number** in field
4. Select **month and day** from dropdown box and enter **year** of birthday in field.
5. Click the **Reset My Password** button.

Make note of password as will need this to sign in or change password.

## WIRELESS CONNECTION

1. Bring up wireless connection choices.
2. Select **MPCC-MyDevice**.
3. In the Identity field enter **MPCC student email address**.
4. Enter **MPCC password** in the Password field. Can put a checkmark in the Show password box to see password.
5. Click **Connect**.

If you get a certificate popup, click **Trust**.

6. If the MPCC BYOD Welcome page does not appear, open a browser and type [mydevices.mpcc.edu](http://mydevices.mpcc.edu).
7. Agree to terms and click **Start** on MPCC BYOD Welcome screen.
8. Enter name and description (optional) for device.
9. Click **Continue**.

When password is updated on the system, the password will need updated on connection.

**Chromebook Users:** Go to helpdesk webpage How to Articles or contact help desk.