**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:**
technhelpdesk@mpcc.edu

**WEBSITE:**
helpdesk.mpcc.edu

**CHAT:**
helpdesk.mpcc.edu then click Live Chat

**REPORT A PROBLEM:**
helpdesk.mpcc.edu then click Student Request

**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

Mid-Plains Community College does not discriminate based upon any protected status. Please see [www.mpcc.edu/about-mpcc/general-information/non-discrimination-policy](http://www.mpcc.edu/about-mpcc/general-information/non-discrimination-policy)
**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.
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.
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.