



MID-PLAINS COMMUNITY COLLEGE

STUDENT MyMPCC GUIDE

HELPDESK Contact Us

Phone: 308-535-3712
or 1-800-658-4308

Ext. 3712

Website:
midplainscommunity.sysaidit.
com

Email:
techhelpdesk@mpcc.edu

Fall and Spring
Monday – Friday
8:00 AM to 8:00 PM
Saturday & Sunday
Closed

Summer
Monday – Friday
8:00 AM to 5:00 PM
Saturday & Sunday
Closed

The Helpdesk is closed when the college is closed. Hours are subject to change due to staffing availability.

About MyMPCC Student Account

- One of the first things you will want to do is get access to your MyMPCC account.
- This is a single sign-on account that allows you to access online resources like CampusWeb, Canvas, EAccounts, Email, Microsoft Office, Helpdesk, and other resources like campus printing and network access.
- Your MyMPCC account is created within 12-24 hours after your application for enrollment has been processed.
- Since so much of your important personal information can be accessed with your MyMPCC username and password, it is crucial to NEVER share this information with anybody. Not your roommate, your professors, your friends, your parents, not anyone.

Get Account Information (Email Address)

1. Click **MyMPCC** in the top right-hand corner of the MPCC website.
2. Click on **Forgot my username or First Time User** in the email dialog box. If not available, use <http://getmypassword.mpcc.edu/>.
3. Enter your **last name** in the field
4. Enter the **last four digits of the Social Security Number** in the field
5. Select the **month and day** from the drop-down box and enter the year of the birthday in the field.
6. Click **Get My Email Address**.
If no match is found, try any previous last names. If no match is found there could be an error in the system or empty information, please contact the helpdesk.
7. Student **first-time passwords** are set to the birthdate in the format: **MonthDDYYYY**. If the password does not work, try forgot password directions. Contact the helpdesk if needed.

Make sure to complete the more information needed to secure your account.

Access Student System

1. Go to www.mpcc.edu website.
2. Click the **MyMPCC** located in the top right-hand corner of the page.
3. Enter your **MPCC email address** in the Sign In dialog box. Example: jdoe000@students.mpcc.edu. Use [Forgot Username or First Time User](#) link to get sign-in information if not known.
4. Click **Next**.
5. Enter the **password** in the Password dialog box.
6. Click the **Sign In** button.

COMPUTER GUIDELINES

MPCC is mostly a Windows based college. This means the software provided through the college is based around Windows devices, Mac, iOS, and Chromebook devices may not work with every resource.

HARDWARE RECOMMENDATIONS:

2GHz processor – 4GB RAM (8GB preferred) – 128 GB SSD/HDD – Windows OS 10/11 Pro 64-bit

Password Policy

1. Password must contain a minimum of eight characters.
2. The password must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base ten digits (0 through 9)
 - Non-alphabetic characters (for example: !, \$, #, %)
3. Password may not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
4. Password cannot be the (exact) same as any of the last five passwords used.
Password must be changed every 120 days for This time starts from the date changed or reset. The password will expire after that date.


STUDENT MyMPCC GUIDE

Secure Account

The first time you log into your account, you will be prompted to set up your account security. Once this is completed, you will be able to reset your account and authenticate your account with multi-factor authentication (MFA). This requires the use of more than one verification method and adds a second layer of security to user sign-in and transactions. The first method is your username and password, and the second is a device such as a mobile device, phone, or FOB. It works by requiring one of the following verification methods:

- Number matching notification using the authenticator app
- Randomly generated passcode using the authenticator app
- A text with a code.

How do I set up MFA?

1. Click the **Next** button on the More information required dialog box.
2. To use the Microsoft Authenticator app, **download app** and click the **Next** button. 
3. Follow the directions given.

The scan QR code is the best method to use.

Update Security Information

It is important to keep this information accurate as you will need it if your password expires or is forgotten.

1. Click on the circle with initials in the top right.
2. Click on **View account**.
3. Click on **Security info** under Overview or click **UPDATE INFO** in the Security info box.
4. Update, add, or delete the information.

Resources Available:

- ✓ **Brainfuse** – online tutoring and academic help.
- ✓ **CampusWeb** – view course offerings, register for courses, view class schedule, review and pay your bill, financial aid information, housing contract, and room assignment, view final grades and unofficial transcripts.
- ✓ **Canvas** – learning management system (LMS), used to access your course materials, homework, assessments, exams, grades, and communications.
- ✓ **EAccounts** – upload your picture for your campus card and add money, view activities, and manage your card.
- ✓ **Financial Aid Portal** – helps students manage their scholarships and financial aid.

Manage Account

Change Password

1. Once logged on, click on the circle with initials in the top right corner.
2. Click on **View Account**.
3. Click on **Password** under Overview or click **Change Password** in the Password box.
4. Enter the **current password** in the Old Password field.
5. Enter a **new password** that meets the requirements in the New Password and Confirm Password field.
6. Click **Submit** button.
To return to the My Apps page, click on carat and choose My Apps.

Reset\Forgot Password

1. Click **Can't access your account** link in the username dialog box or **Forgot my password** link in the password dialog box.
2. If needed, click on **Work or school account**.
3. If needed, enter the **MPCC email address** in the Email or Username field.
4. Enter characters in the picture or words from the audio. Click **Next**.
5. Click **I forgot my password** radio button then click **Next**.
7. Select a method to verify your account and follow the directions.
You may need to do this twice. If receive a message to contact administration or are unable to use the methods listed, contact the helpdesk.
8. Enter the **new password** in the New Password and Confirm Password fields.
9. Click the **Finish** button.

- ✓ **Handshake** – an online career management system that contains jobs and internship listings, and upcoming events.
- ✓ **Libby** – access to free ebooks, digital audiobooks and magazines.
- ✓ **LibSearch** – a discovery tool that helps you search for books, articles, media, and other library resources.
- ✓ **SysAid Helpdesk** – offers online solutions and allows for reporting of issues.
- ✓ **MPCC Scholarship Application** – access to MPCC scholarship application.
- ✓ **Microsoft 365** – available free of charge, includes Outlook, Word, Excel, PowerPoint, OneDrive, OneNote, Teams, and more.