

# New Student FAQ

Information Services would like to be among the first to welcome you as a new student here at Mountwest. We know that you have a lot of anticipation and perhaps even apprehension, especially when it comes to taking an online class, setting up an e-mail account, and utilizing other unfamiliar technology. This list of Frequently Asked Questions is provided in attempt to help ease some of that apprehension. ***If at any time you have other questions, concerns, or still not quite sure be sure to contact the Information Services Help Desk at: 304-710-3470, or at [helpdesk@mctc.edu](mailto:helpdesk@mctc.edu).***

**What is my MCTC ID number?** Your MCTC ID number (commonly called a 942 number) is a nine digit number assigned to you as a student upon admission to MCTC that indeed begins with 942 followed by another six digits generated by our system. This ID number is your unique identifier here at MCTC.

**What is Self-Service?** Self-Service allows you to update, verify, access key information as a student. Once logged in to Self-Service you can view and accept financial aid awards, update your address or phone number, view grades, and once you have completed 24 hours actually drop and add classes all from a web browser. Recent additions to Self-Service include: access to online classes, library resources (online databases), and tutoring services, with even more features than we have room to describe and still more to come.

**How do I log in to Self-Service?** From the myMCTC page click the Self-Service login button, you will then be prompted for your credentials. Your Self-Service login ID is your MCTC ID Number (942XXXXXX). The default temporary pin for Self-Service has been set to your six digit date of birth (mmddyy). If you were born in March on the eighth of the month in the year 1991 your temporary pin would be: 030891. You will then be prompted to change this pin – be advised the “old pin” is your temporary pin and the new pin **must be at least six digits**.

**I am enrolled in an online class how and when can I gain access?** You will access your MCTC Online Class within Self-Service by clicking the Student and Financial Aid link then clicking Online Classes. ***You will not be able to access you classes until the first day of classes.***

**How do I access my Blackboard classes?** You can easily access your Blackboard classes by signing into myMCTC Self-Service. From the main Self-Service menu click the Student and Financial Aid link. Next, click the Online Classes link and then click the “Login to Blackboard” button.

**I need a copy of my schedule what do I do?** Log in to myMCTC Self-Service click the Student and Financial Aid link, choose Registration, next click Student Schedule by Day & Time to view a “weekly” view of your on campus classes, or click Student Detail Schedule, Select the term (Fall 2010) and “all” your classes and their location will be displayed.

**How do I accept my Financial Aid Award?** Log in to myMCTC Self-Service and click the **Student and Financial Aid** link. Next, click the **Financial Aid Main Menu** followed by clicking **Award**. To accept awards click the **Award by Aid Year** link selecting the **current aid year** (for Fall 2010, choose July 1, 2010 to June 30, 2011) and click **submit**. Follow the on screen instructions to accept available awards.

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**How do I get my MCTC E-mail Account Information?** Students attending a New Student Orientation session over the summer will be given their account information on the day of orientation. Other students may present their student ID to the Information Services Help Desk after they have enrolled in classes for account information or call 304-710-3470.

**I have had a name change what can I do to update my e-mail address and username?** Due to numerous underlying circumstances we are unable to change your username; however, Information Services can provide you an e-mail alias or a vanity e-mail address ([firstname.lastname@mctc.edu](mailto:firstname.lastname@mctc.edu)).

**Can I bring a laptop to campus and access the internet?** Provided that your computer is running Windows 7 or higher and has a WiFi controller you are free to bring your computer to campus. The Information Services Help Desk has documentation available in our office as well as online for configuring your computer to access MCTC WiFi.

**If I need to print a paper does Information Service provide printers for me to do so?** Yes we do. Currently Information Services provides printing services in room 104 and to printers HQ300 (third floor near elevators) and HQ400 (fourth floor near elevators). Printing is 10¢ per black and white page and 25¢ per color page. To print you will need to add funds to your MCTCNet account by visiting the cashiers window in the Student Services One Stop located on the first floor in room 101.

## Important Information from Information Services:

As a matter of College Policy Information Services **cannot** provide account assistance to any person other than the student to whom the account record is named. We realize individual students have a variety of needs that may make such requests difficult to make for themselves; we are still unable to assist a spouse, parent, or any other person other than the student. A signed FERPA does not entitle a designated individual to have access to students account information or make requests on their behalf. Information Services requires a Information Services Student Release form to be signed and on record with the Vice President of Operations/CIO's Office, for more information you may contact the Help Desk at [helpdesk@mctc.edu](mailto:helpdesk@mctc.edu) or by phone at: 304-710-3470.

MCTC Information Services wants to remind you we will **NEVER** request that you send confidential information such as your Username and Passowrd to us via e-mail. All official Information Services e-mail will be accompanied by a signature identifying the sender as a member of our staff with their title and a phone number to call to verify their identity.

The Information Services Help Desk is staffed Monday through Wednesday from 8:00 a.m. to 6:00 p.m. and on Thursday from 8:00 a.m. to 5:30 p.m. and may be reached by e-mail at: [helpdesk@mctc.edu](mailto:helpdesk@mctc.edu) or by phone by calling 304-710-3470. Calls and e-mail received after our open hours will be returned the following business day.