

The type of problem you are experiencing will determine who you will need to contact.

Blackboard / Distance Education & Online Learning

For issues pertaining to Blackboard and online learning:

- Logging into Blackboard
- Using the Blackboard App
- Accessing and/or Submitting Assignments/Tests
- Other Blackboard -related Issues

Contact the Director of Distance Education / Blackboard Administration - Kim Schroeder [[

[Phone: (304) 710-3428 | Email : schroederk@mctc.edu]

Please note: If after normal business hours, & you need immediate assistance, contact the WVNET HelpDesk which is available 24/7.

Phone: (304) 293-5192 | Email : helpdesk@mail.wvnet.edu | Website : <https://wvnet.edu/resources/help-desk/>

Mountwest IT HelpDesk

Contact the IT HelpDesk if you experience issues with:

- Accessing MyMCTC Self-Service
- Accessing & Installing (Free) Microsoft Office Software
- Logging into your MCTC Email Account
- MCTC Computer login
- Accessing Mountwest's WiFi
- Other Computer -related Issues

The helpdesk supports all desktop computer, laptops, phones, & printers that are the sole property of Mountwest CTC. Please be aware that personal laptops and equipment are not supported.

Support tickets can be submitted at: <https://support.mctc.edu/>

Help Desk Hours: Monday - Friday 8am - 6pm

Phone: (304) 710-3470 | Email: helpdesk@mctc.edu