

To access MyMCTC Self-Service for the first-time, follow the following steps:

1. Go to www.mctc.edu
2. Click on '**Student links**' at the top of the Mountwest homepage and select the icon for **myMCTC** on the next page. You can also hover over '**Student Links**' with your cursor and a drop-down menu will appear. From the drop-down menu, you can select myMCTC.
3. When at the login page, your "**User ID**" will be the first part of your email. Your password will be your MCTC account login password.
4. On first login to myMCTC, you will be prompted to enter a PIN. This has been set to your 6-digit date of birth of the form MMDDYY (e.g. a birthday of June 1, 1980 would be entered as 060180)
5. You will be prompted to enter a security question. You can enter any question as long as it is at least 40 characters in length. If it is not, your security question will not save.
 - o To ensure your question is at least 40 characters, try to be as specific as possible.
 - o For instance, avoid asking "*What is my dog's name?*" because is not long enough. Instead, use questions, such as:
 - "*What was the name of my favorite stuffed animal that I had as a child?*"
 - or
 - "*When I was a child, what did I want to be when I grew up?*"
6. Enter your answer and submit.

If additional help is needed, you can call the Mountwest IT Helpdesk at 304-740-3470 or visit us in room G12. You can also submit a support ticket at <https://support.mctc.edu/> and one of our technicians will be reach out to you.