



Getting Online with HCC

Visit HCC.EDU/MYHCC

Quick access to online portals you need as a student.

Important [COVID-19 vaccination policy update](#)

HOLYOKE COMMUNITY COLLEGE

MYHCC ▾ STUDENTS FACULTY & STAFF ALUMNI & FRIENDS **GIVE**

COURSES & PROGRAMS ADMISSION TUITION & AID STUDENT LIFE LIBRARY ABOUT 🔍

🏠 / [MyHCC](#)

MYHCC

Your source for everything HCC!

You can also find this content at the top of every page on the HCC website!

- [Email](#)
- [Moodle](#)
- [Online Services](#)
- [Navigate Student](#)
- [Rave](#)
- [Staff Resources](#)
- [Zoom](#)
- [Help](#)

Forgot your password? Don't remember how to log in? We've got you covered! Visit the [HCC Help page](#) for answers to all your tech-related questions.

Visit HCC.EDU

Click on the MyHCC tab and find the same quick access to online portals.

Important [COVID-19 vaccination policy update](#)

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SPRING TO ACTION!

REGISTER NOW!

CLASSES START 1/24, 2/14, 3/28

First you need to set up your HCC Email Address

Email: Log in using your **username** and **default password**: change the password, and make a note of it.

YOUR USERNAME

your last name

jsmith456@hcc.edu
| |
first initial last 3 digits of your ID

Your Online Services User ID is your complete 9 digit student ID number. You can find your username and student ID number on your student ID card or in your acceptance email from HCC Admissions.

DEFAULT PASSWORD

capital "H", lowercase "cc"

Hcc123456
| |
last 6 digits of your ID

Online Services calls your password a PIN. It is still this default password. Make a note of your new password when you change it.



Having trouble logging in?

[Student Login Instructions](#)

[Faculty/Staff Login Instructions](#)

[Password Manager](#) - Change or reset your password

HCC Helpdesk - Frost 109

helpdesk@hcc.edu

413.552.2075

Accessing Navigate Student



- **Navigate** is a mobile advisor that gets you from acceptance to graduation! The app helps you choose the right major, navigate requirements from financial aid to course registration, and stay on top of important dates and deadlines – all in the palm of your hand.
- Option 1 (Smartphone) -
 - Open App Store or Google Play on your phone
 - Search for: “**Navigate Student**”
 - Install the app
 - Log in using your **HCC Email username before ‘@hcc.edu’ (example: brivera617) and password**
- Option 2 (Computer)-
 - Open Chrome/Firefox, log into Navigate Student Desktop version, using your HCC username and password:
 - <https://hcc.navigate.eab.com/>
- More information on Navigate please use this [Quick Start Guide](#)

Accessing Canvas

- **Canvas** is your online classroom.
- Check out the “Passport to Canvas” course on your dashboard
- Shortcut URL - <https://canvas.hcc.edu/>

- Log in using your **HCC Email address** (example: brivera617@hcc.edu) and **password you set**

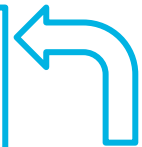


**HOLYOKE
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Please enter your HCC username and password.
You can enter the username portion of the HCC
email or the full email... either one should work.

Sign in

Having trouble logging in?
HCC Help Desk - Frost 109
helpdesk@hcc.edu
413.552.2075



Educate. **Inspire.** Connect.

Accessing Online Services

- **Online Services** is a student portal where your specific account information is held. Find your grades, schedule, DegreeWorks and more.
- Shortcut URL - hcc.edu/onlineservices
- Your **User ID** will be your nine(9) digit Student ID Number
- Use your **default password** as you did when setting up your email. Reset your password and make a note of it.

HCC Online Services 

[HELP](#) | [EXIT](#)

Enter your **HCC ID** and **PIN** and select **Login**.

For **HCC ID** use your 9-digit HCC ID number located on your HCC ID card.
For **PIN**: Here's the formula: An uppercase "H" + lowercase "cc" + the last six digits of your HCC ID number. For example, if the last six digits of your HCC ID are 123456, your password would be Hcc123456

You will get a message saying your PIN is expired, prompting you to choose a new one.

[Forgot your PIN? You can reset it immediately!](#) Enter the UserID and click **Forgot PIN**. Correctly answer your security question and you will be able to login and select a new PIN.

[Don't get locked out.](#) After 5 incorrect tries, the system will disable the account and you will need to make a Help request for it to be reset. If you get a login error message, verify your UserID and PIN before trying again. Remember, if you know your UserID and you can answer your security question, you can use the 'Forgot PIN' feature.

For more help, [click here](#).

User ID:
PIN:

RELEASE: 8.9.1

DEFAULT PASSWORD

capital "H", lowercase "cc"

Hcc123456

last 6 digits of your ID

Online Services calls your password a PIN.
It is still this default password. Make a note of your new password when you change it.



Access Rave

- **Rave** will let you know when HCC is closed or has an overall announcement you should know about.
- Log in using your **HCC Email username** before '@hcc.edu' (example: brivera617) and **password you set**
- Update your information and notification settings.

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Please Log In

Username Password

[Forgot your password?](#)

Students:

You Rave account becomes active one week before the start of each semester. Therefore, if you are not a current student in the current semester, you will not have access until one week before the start of the semester.

To login:

Enter your HCC E-mail username and password.

Register for approved Holyoke Community College emergency communications and other important information via text message and email.

Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details. Once registered, you will receive a confirmation email.

Lauren LeClair
lleclair@hcc.edu

Mobile Phones

Confirmed

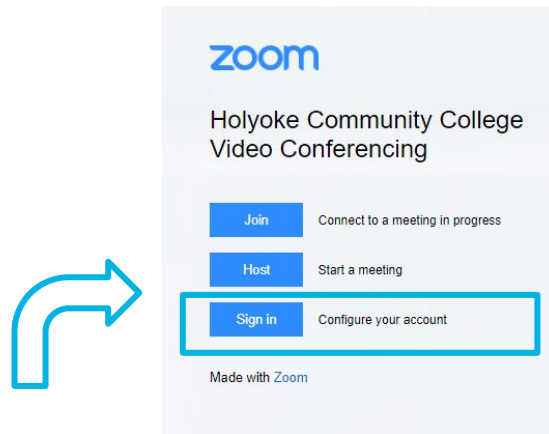
Voice Only Line Contacts

Email

Registration email:
lleclair@hcc.edu

Accessing Zoom

- **Zoom** may be used in your classroom or to meet with people from different areas of the college.
- HCC uses a Single Sign On (SSO)
- Shortcut URL - <https://hcc-edu.zoom.us/>



- Log in using your **HCC Email username** before '@hcc.edu' (example: brivera617) and **password you set**

HOLYOKE COMMUNITY COLLEGE HCC LOGIN SERVICES

SIGN IN

To login, enter your HCC Campus Account username and password.

Username

Password

Remember me on this computer

SIGN IN

Need Help?
Contact the HCC Help Desk - 413.552.2075,
helpdesk@hcc.edu

Educate. **Inspire.** Connect.

Quick Links on the HCC Website

- There is a **Student landing** page on the website, developed just for you.
- There are quick links to everything you need to find at HCC.
- Shortcut url: hcc.edu/students

The screenshot shows the Holyoke Community College website. At the top, there is a yellow banner with the text "Important Covid-19 vaccination policy update". Below this is a navigation bar with links for "MYHCC", "STUDENTS" (highlighted with a blue box and a blue arrow), "STAFF", "ALUMNI & FRIENDS", and "GIVE". Below the navigation bar is a secondary navigation bar with links for "COURSES & PROGRAMS", "ADMISSION", "TUITION & A...", "STUDENT LIFE", "LIBRARY", and "ABOUT". The main content area features a "GET ANSWERS" section with a "CHAT NOW" button and a "Harmony Cross" section with the text "DEAN, STUDENT DEVELOPMENT, ENGAGEMENT AND INCLUSION". The "STUDENTS" page title is prominently displayed in a yellow box. Below the title are eight quick links with icons: "Email", "Moodle", "Online Services", "HCC Help Desk", "Navigate", "Athletics", "Student Records & Forms", and "Course Finder".

HCC Help Desk can help!

- Staff at the HCC Help Desk are the only people who can reset your passwords for your:
 - Email
 - Resetting your email password will also change the password for:
 - Moodle
 - Navigate
 - Rave
 - Online Services
 - Shortcut URL - hcc.edu/help
 - [Getting Online Guide in English and Spanish](#)

WHO CAN HELP?

HCC HELP DESK: FR 109

413.552.2075

helpdesk@hcc.edu

Mon-Fri: 8am - 5pm

24/7 Phone support available for password changes and general questions.