Getting Online with HCC

HOLYOKE COMMUNITY COLLEGE

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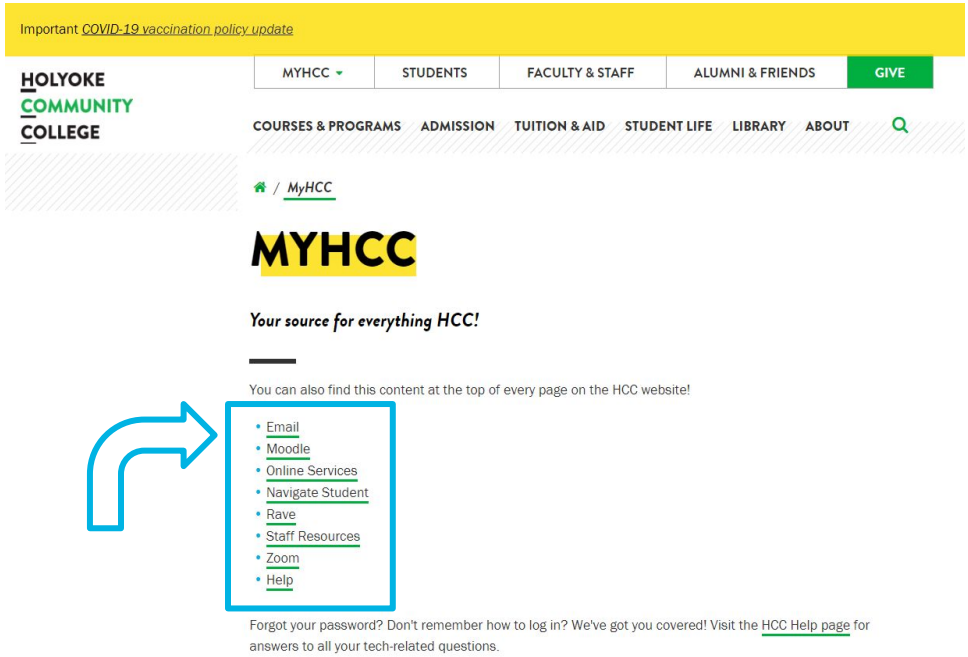
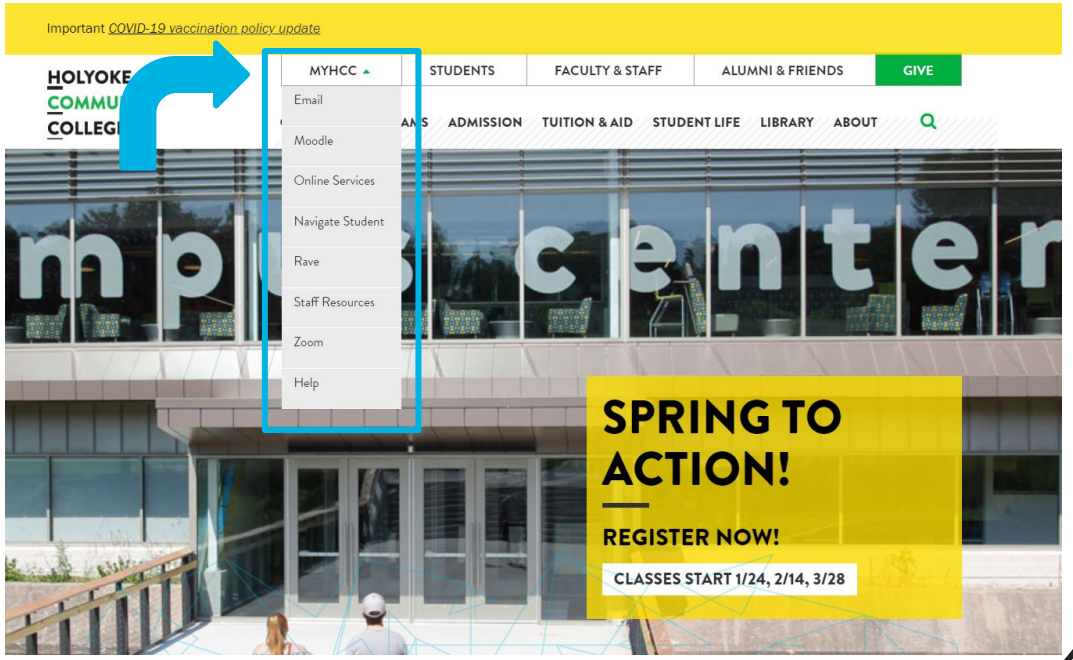
Visit HCC.EDU/MYHCC

Quick access to online portals you need as a student.



Visit HCC.EDU

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



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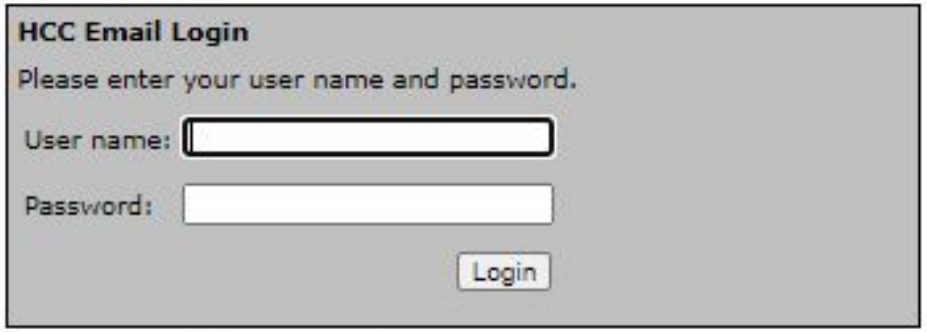
First you need to set up your HCC Email Address

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



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

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.

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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

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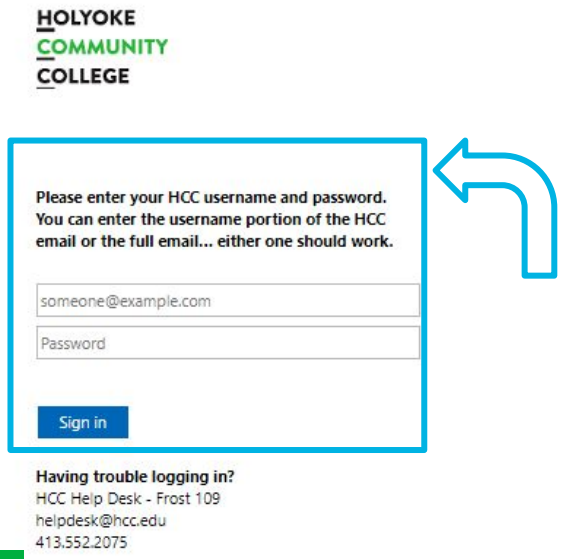
Accessing Canvas

- **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**



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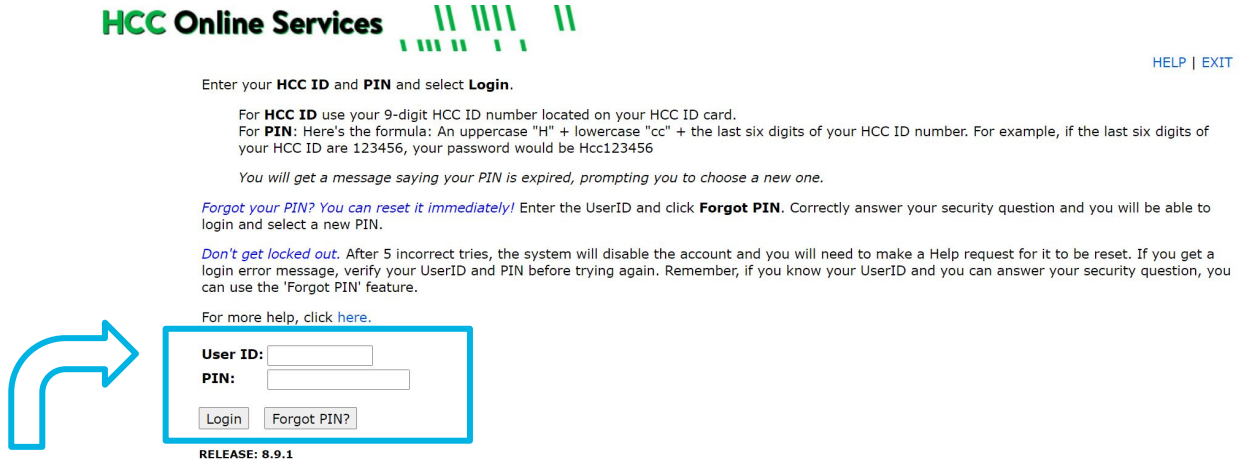
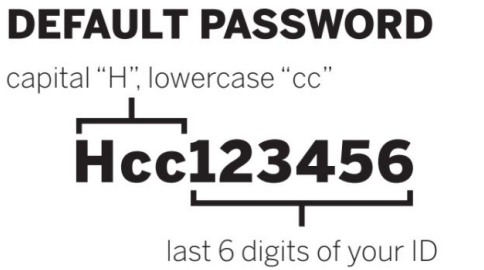
Accessing Online Services

- **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.

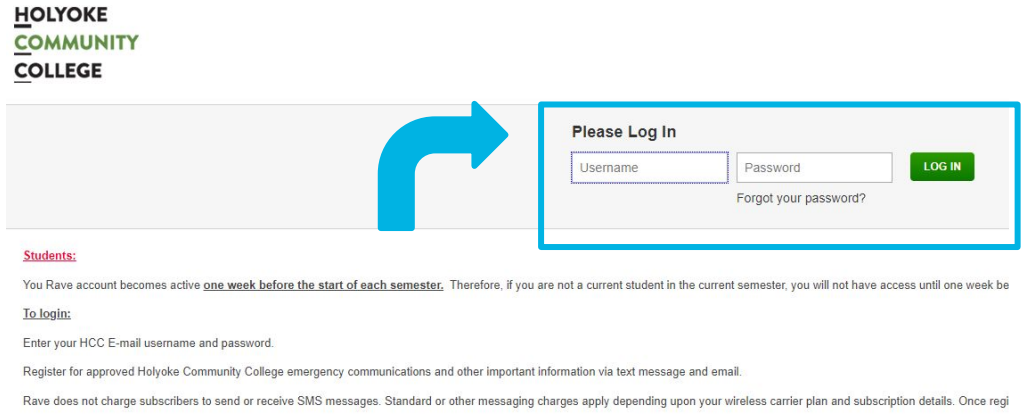


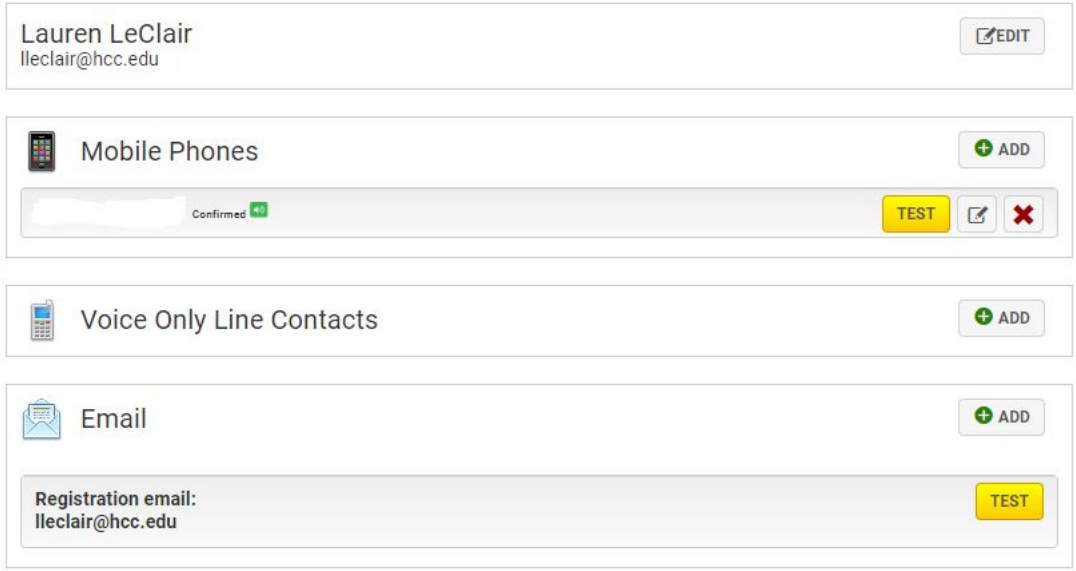


Online Services calls your password a PIN. It is still this default password. Make a note of your new password when you change it.

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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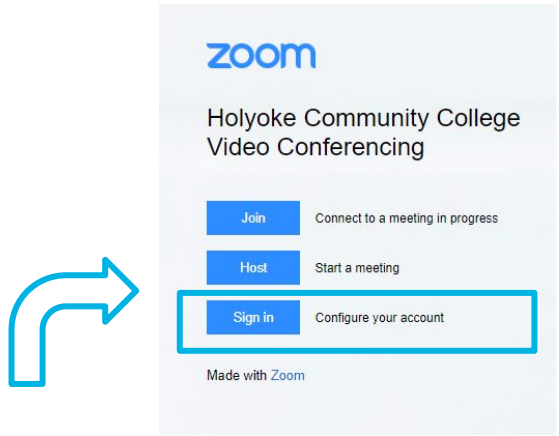
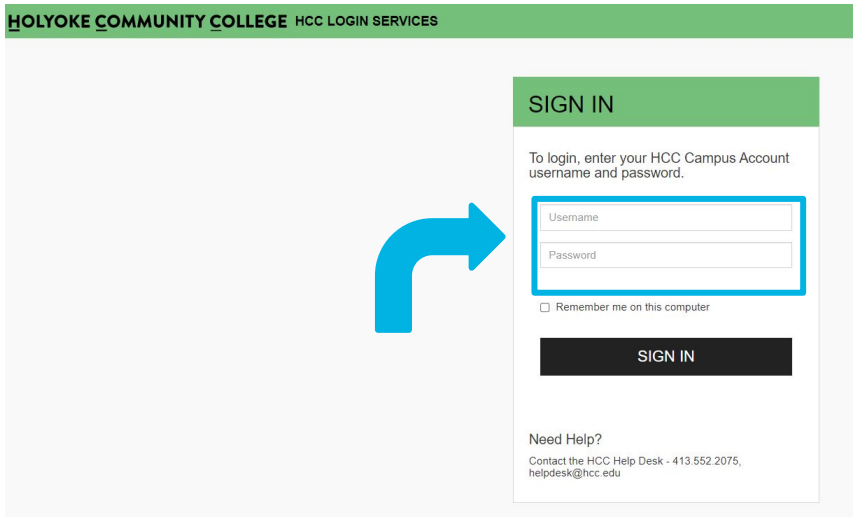
Accessing Zoom

- **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/

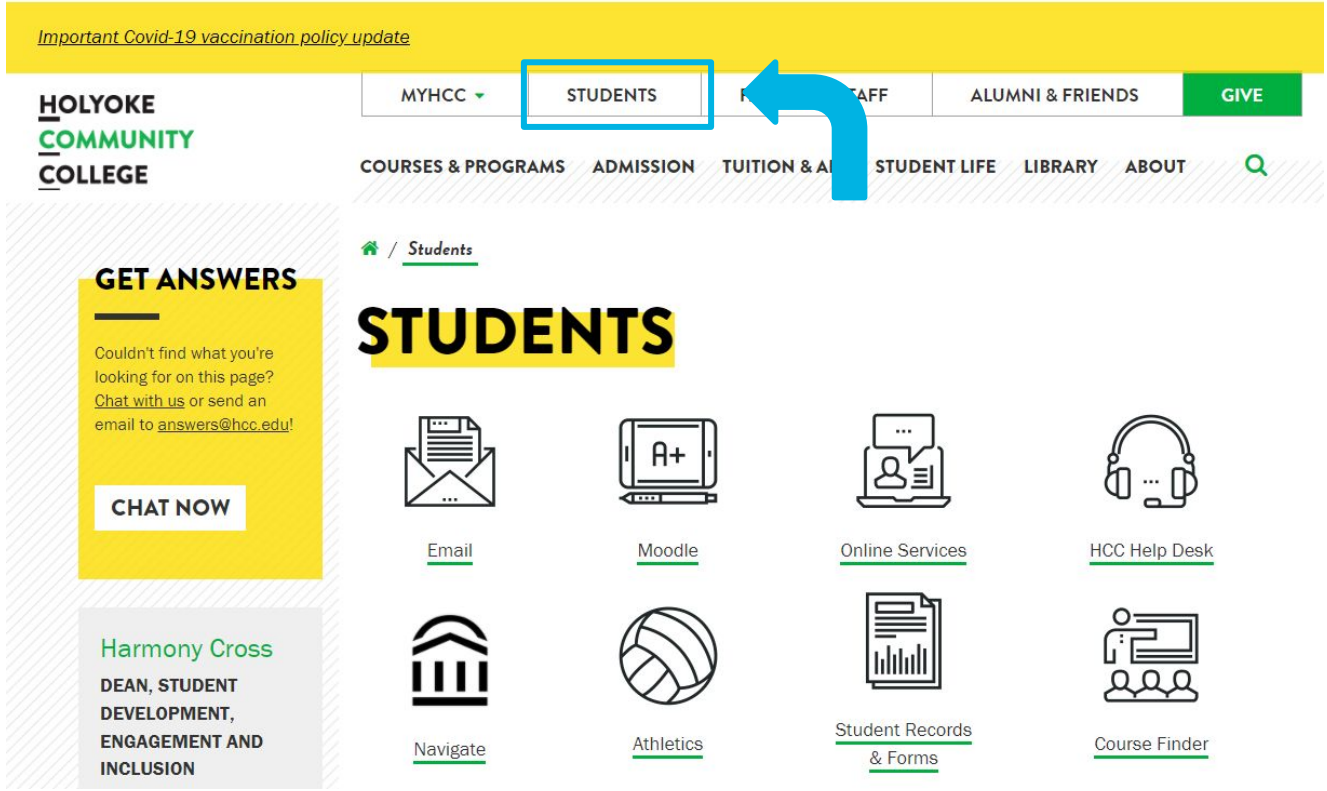


- Log in using your **HCC Email username** before '@hcc.edu' (example: brivera617) and **password you set**



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**



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.

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