

# **Information Technology Division**

## **at Holyoke Community College**

**HCC E-mail – Login here first!** *Upon first login, you will be prompted to create a new password. This sets the password for Moodle, Rave, WiFi, campus computers & Password Manager.*

1. Go to [www.hcc.edu](http://www.hcc.edu). Click MyHCC at the top of the page, then the Email link.
2. Enter the Username and temporary password constructed from the following:

**Username:** the first initial of your first name + your last name, all lower case with no punctuation or spaces.  
**Ex. John Smith = jsmith**

**\*Password:** An uppercase “H” + lowercase “cc” + the last six digits of your HCC (Banner) ID number.  
**Ex. John Smith 000123456 = Hcc123456.**

**Email Address:** Your email address consists of your username followed by @hcc.edu.  
**Ex. John Smith’s email address: jsmith@hcc.edu.**

### **To log onto a computer on campus**

- After the computer starts up, hit the “Ctrl+Alt+Delete” buttons on the keyboard to bring up the login box or “Switch User” when applicable. **Username and password are the same as your HCC E-mail. If you have not changed the default password, you will be prompted to do so upon first login.**

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**Moodle - Please note:** *You must log into your HCC Email account first to set your password.*

Online classes meet in a website called Moodle, HCC’s Learning Management System.  
Blended Classes (½ online, ½ on-site) and Online-Enhanced classes (Web Enhanced/Companion) also use Moodle.

1. To login:

Go to: <https://moodle.hcc.edu>

*(This can also be accessed by clicking MyHCC at the top of [www.hcc.edu](http://www.hcc.edu), then the Moodle link)*

2. Enter your Email Username (without the @hcc.edu) and password to login.

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### **Online Services (For Faculty, Advisors & Students)**

*This account is not connected to the rest of your HCC accounts, and must be setup separately.*

1. Go to [www.hcc.edu](http://www.hcc.edu). Click MyHCC at the top of the page, then the Online Services link.
2. Once at the Online Services main page, select Login.
3. To log in:

**HCC ID:** your 9-digit HCC (Banner) ID number.

**PIN\*:** Default/temporary pin is: an uppercase "H" + lowercase "cc" + the last six digits of your HCC ID number.  
**Ex. John Smith 000123456 = Hcc123456**

*\*If you previously logged into this system, this does not apply. The pin would be the one that you created at an earlier time.*

**Hint:** If you can’t remember the pin, before locking yourself out enter your 9-digit number and press the Forgot Pin button and follow the prompts.

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- Once logged in, you will be asked to create a new PIN. PINs may be 8-15 characters in length, may contain letters and/or numbers, and are case-sensitive. Do not use your name, birthdate or UserID as your permanent PIN. You should not share your PIN with anyone.
- Next you will create a security question and answer. Type a brief question and answer that others are unlikely to know. It is best to keep it simple - no punctuation or mixed case letters. Press Submit to save your question and answer.
- On the next page, click Continue to signal that you agree to the Terms of Use in effect for those accessing Holyoke Community College's online system.

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## RAVE alert system

Login to RAVE to receive texts, emails, and/or phone calls when there is an emergency on campus, early opening or closing due to snow and more!

- Go to <http://www.hcc.edu>. At the bottom of the page click Emergency Alerts or MyHCC, then the Rave link.
- Your login credentials are the same as your e-mail account.
- You will have to check the box to the agreement and click submit.
- You will be brought to a page with your contact information. Update the areas where you would like to receive alerts.

The screenshot shows a user profile for John Smith (jsmith@hcc.edu) with an Edit button. Below are three sections for adding contact information: Mobile Phones, Voice Only Line Contacts, and Email. The Email section is active, showing the email address jsmith@hcc.edu and a Test button.

John Smith jsmith@hcc.edu	Edit
Mobile Phones	Add
Voice Only Line Contacts	Add
Email	Add
jsmith@hcc.edu	Test