

## Information Technology Division

---

### HCC Account

Your HCC Account is used to access most HCC resources through Single Sign On (SSO). This means that you use the same username and password to login. Unless email address is specified, use the username and password to log in.

New users must log into your HCC email or a campus computer to change your password before attempting to access other HCC resources with SSO.

**Username:** the first letter of your first name + your last name, all lower case with no punctuation or spaces.

Note: Usernames that are duplicate to existing will be appended with a number.

**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**

HCC resources are designed to be accessed from the MyHCC menu on the HCC website, [hcc.edu](https://hcc.edu).

Note:

HCC Help Desk will never ask you for, or to validate your password; you "validate" every time you log in.

Beware of phishing attempts for your username and password.

Be cautious when prompted for your credentials to access shared documents.

---

### HCC Email – Login here first!

*Upon first login, you will be prompted to create a new password. This sets the password for all Single Sign On (SSO) services, including Navigate, Canvas, Moodle, Rave, WiFi, campus computers & Zoom.*

1. Go to <https://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:
  - 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 Email. If you have not changed the default password, you will be prompted to do so upon first login.**

---

## Canvas LMS

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

Canvas is HCC's Learning Management System.

1. To login: Go to <https://canvas.hcc.edu>  
(This can also be accessed by clicking MyHCC at the top of [www.hcc.edu](http://www.hcc.edu), then the Canvas link)
2. Enter your Email Username (without the @hcc.edu) and password to login.

---

## 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.

4. 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.
5. 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.
6. 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.

---

## 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!

1. Go to <https://hcc.edu> and click MyHCC->Rave
2. Use your HCC Account to sign in, this is the same username and password as used to sign into email
3. Review the End User License Agreement, check the box and click Submit
4. Update your contact information and communication preferences

The screenshot shows a user interface for the RAVE alert system. At the top, the user's name 'John Smith' and email 'jsmith@hcc.edu' are displayed next to an 'Edit' button. Below this are three sections for adding contact information: 'Mobile Phones', 'Voice Only Line Contacts', and 'Email', each with an 'Add' button. At the bottom, the 'Registration email' is shown as 'jsmith@hcc.edu' with a yellow 'Test' button.

---

## EAB Navigate

Navigate is a Student Success Management System with comprehensive technology that brings together faculty, advisors, administrators, staff, and students in a coordinated care network to proactively manage and promote student success

1. Go to <http://www.hcc.edu>. Click MyHCC at the top of the page, then the Staff Resources link.
2. Click the EAB Navigate Staff Live Site link. You will be brought to our HCC Login Services page.
3. Your login credentials are the same as your email account.

For more information about EAB Navigate, please visit the [Navigate Google Site](#) or email: [navigate@hcc.edu](mailto:navigate@hcc.edu).

If you experience any technical difficulties, contact the Help Desk in Frost 109, at [helpdesk@hcc.edu](mailto:helpdesk@hcc.edu) or 413.552.2075