

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. 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.**

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: <http://moodle.hcc.edu>

(This can also be accessed by clicking MyHCC at the top of www.hcc.edu, then the Moodle 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. 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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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 <http://www.hcc.edu>. Click MyHCC at the top of the page, then the Rave link.
2. Your login credentials are the same as your e-mail account.
3. You will have to check the box to the agreement and click submit.
4. 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