

KB275: Login Information for the My MCC Web Portal (username and password)

Overview:

In order to view secured content such as courses and email, you need to be a student, faculty member, or staff member of the college. Use the information provided below to learn how to log in to the **my mcc** web portal. Also included is information on how to look-up or reset your login information.

I. Logging In

1. Go to the **my mcc** web portal. <http://mymcc.middlesex.mass.edu>
2. Log in to **my mcc**:
 - For the *Username* field:
 - For Students: Enter your ANUMBER (example: A12345678)
 - For Faculty, Staff, & Consultants: Enter your assigned my mcc user ID
 - For the *Password* field: Enter your 6-digit pin number, unless you have already reset your password to something other than your pin number.

II. - Unknown Username and/or Password - Reset Forgotten Password

If you do not know or have forgotten your **my mcc** login information, you may obtain your information by using the "**online tool**" located on the opening page of the **my mcc** web portal.

Please note: The online tool can be used by MCC Students, Faculty, and Staff, however, MCC Consultants can not use the online tool to lookup or reset their passwords. Consultants must contact the Help Desk (978-656-3301 or helpdesk@middlesex.mass.edu) and have the helpdesk create a request ticket for the System group for further action.

Prerequisites (please read before continuing):

To use the online tool to lookup and/or reset your account information the following information must be stored **correctly** in the college's main database:

First Name, Last Name, and Social Security Number.

If your date of birth is stored correctly in the College's database, and that is the only option offered to you, then you may enter that information to verify your identity. However, it is strongly encouraged that users set up a security question, such as your pet's name or your mother's maiden name. After establishing your login credentials, login to at <http://mymcc.middlesex.mass.edu> to set up a security question. [Here is a knowledge base article that explains how to set a security question.](#)

Exceptions:

If your First Name, Last Name, or Social Security Number is not stored in the college's main database correctly, then the online tool will not work for you. In addition to First Name, Last Name, and Social Security Number, in order to further verify your identity, the online tool will ask you to enter either your Date of Birth or the answer to a security question. You are only required to enter one - either your date of birth OR the answer to your security question. One of these security items also must be stored correctly in the college's main database for the online tool to work.

If you cannot use the online tool, you will be required to call or visit one of the offices below to have your account information corrected and your password reset for you.

Students On Campus With a Valid Photo ID:

visit →	Student Information Center	Bedford	EC-118	You must present a valid photo ID.
		Lowell	LC-G01	

Students Off Campus or Students Without a Valid Photo ID

call or visit →	Student Information Center	Bedford	EC-118	1-800-818-3434
		Lowell	LC-G01	1-800-818-3434

Faculty:

call or visit →	Human Resources	Bedford	CA-119	Full time Faculty: (781)280-3531 Part time Faculty: (781)280-3532
call or visit → (during normal business hours)	Enrollment Services (Katharina Lach)	Lowell	LC-314	(978)656-3226
call or visit → (after normal business hours)	Student Information Center	Bedford	EC-118	1-800-818-3434
		Lowell	LC-G01	

Staff:

call or visit →	Human Resources	Bedford	CA-119	Full time Staff: (781)280-3531 Part time Staff: (781)280-3532
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Consultants:

call or visit →	Tech Center Help Desk	Lowell	LC-401	(978)656-3301 A request will be logged for the Systems group to reset the password.
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Using the Online Tool:

1. To obtain or reset your information click either the link "**online tool**" or the link "**Forgot your password?**" (see *Figure 1*, below)

Log in to mymcc

You do not need to log in to view much of our portal. In order to view secured content, you need to be a student, faculty member, or staff member of the college. If you would like to log in and don't have your username and/or password, please visit our [online tool](#) or call the helpdesk at 1-(978)-656-3301. For further information, please visit the [ABCs of mymcc](#).

Username:

Password:

[Forgot your password?](#)

Figure 1

2) The "**Get your mymcc account information**" page will appear. Enter your **first name, last name, and Social Security Number (the number will NOT be displayed as you type)** and click the "**Search for my account**" button. (see *Figure 2*, below)

Get your mymcc account information

Please fill in the following fields to look up your username and password. Click 'Search for my account' and you will be prompted to supply some additional information. Your login information will allow you to gain access to MiddleNet, the new mymcc college portal, and in the future, even more college systems and network resources!

First Name ← 1. Enter First Name

Last Name ← 2. Enter Last Name

Social Security # ← 3. Enter SSN
(123456789)

← 4. Click button

Fig

3. You will then be prompted to answer a security question that will verify your identity. Provide either your birth date or a security question answer (i.e. mothers maiden name, pet's name). **You only need to answer ONE of the security questions.**
4. Click the **Search** for button next to the appropriate security question.

For security reasons, please answer one of the available questions below.

1. Birth Date (e.g. 07/04/1776)

2. What is your mother's maiden name?

← Answer ONE security questions and click the "Search" button.

Figure3

When found, your username information will display on the screen.

If you need to reset your password, continue with the instructions below.

5. If you have forgotten or need to reset your password, click the "Reset Password" button underneath your username information (Figure 4).

Your **mymcc** account information is

Username: **A99999999**


Password:

Figure 4

The online password reset tool will prompt you through the process.

6. An alert screen will appear advising on the rules for setting a secure, complex password (Figure 5). Now is the time to think of a word to use that conforms to the password rules. Once you have thought of a password, click the OK button to continue.

Microsoft Internet Explorer

 Please think of a secure password. Here are some rules you need to follow when selecting a password.

Rule #1. Please include 8 characters or more.
Rule #2. It cannot contain any part of your username.
Rule #3. It must contain characters from three of the four following categories.
*English uppercase (A-Z)
*English lowercase (a-z)
*Base-10 digits (0-9)
*Non-alphanumeric symbols (e.g. !, \$, #, %)
Rule #4. It must not be a previous password.

Please follow the link to the MCC knowledgebase or contact the helpdesk for further information.

After clicking OK, please wait for the page to change.

Figure 5

7. Enter the new password in the "Enter New Password:" field. Re-enter the same word in the "Re-enter Password:" field. Click the button "Save new Password" (Figure 6).

Reset your mymcc password

Set	User ID	Description	
<input checked="" type="checkbox"/>	A99999999	Middlesex "mymcc" User ID	See Password History

Enter New Password:

Re-enter Password:

Figure 6

8. The "Status: Processing..." message will appear. Processing may take 10 - 30 seconds to complete (Figure 7).

Figure 7

Status: Processing...

9.

If the password reset is **successful**, the following message appears:

Password set successfully, please use this new password for all MCC systems including the network, website, portable blackboard, middle.net and others.

If the password reset is **unsuccessful**, the following message appears:

Please enter a password within policy and click the Submit button again. If passwords were set.

If the password reset is unsuccessful, select another word that complies with the complex password policy and try again. If you continue to experience difficulty using the online tool, contact either Enrollment Services or Human Resources (see reference chart below).

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 Source: Matt Scales
 Reviewed by: Ellen Ricca
 Date Reviewed: 1/16/2008

MCC TECHNOLOGY CENTER

