

# Welcome to MCC! Tech Support Cheat Sheet

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(254) 299-8077

helpdesk@mclennan.edu  
<http://www.mclennan.edu/tech-support>

Learning Technology  
Center - Room 210

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## Regular Hours

Mon-Thu: 7:30AM-6:30PM  
Fri: 8:00AM – 5:00PM

## After Hours Support

(254) 717-6349  
(254) 299-8095  
Mon-Fri: 7:00PM-11:00PM  
Sat-Sun: 9:00AM-11:00PM

## Technology Support Help Desk

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To create a support ticket, read Frequently Asked Questions, or find general Help Desk information visit the following:

<http://www.mclennan.edu/tech-support>

## Password Help

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To reset or change your password or to unlock your account visit the following page:

<https://sso.mclennan.edu/reset/start>

Log in to change your password. Click on 'Forgot Password' if you cannot remember your password. Click on 'Unlock Account' if you know your password, but unsuccessfully attempted to log in too many times.

Passwords **must** be 8 characters long, contain numbers and letters only, cannot contain your name or MCC ID number, and must contain at least 1 letter and 1 number.

If you access your employee e-mail account via mobile devices, you will need to turn the device off, then turn it back on and reconfigure the new password.

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## Cisco Phone – Quick Reference Guide

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Visit the following link CISCO IP Phone Info:  
<http://web.mclennan.edu/voip/guide.html>

## WebAdvisor

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To access your online employee information such as pay advices, leave plan summary, W2 statements, etc., please log into WebAdvisor at <https://webadvisor.mclennan.edu/> (your User ID consists of your first name initial, last name initial and your 7-digit MCC employee ID number). Once the main WebAdvisor page is displayed, click on the 'Employees' icon.

## Network Drives

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Full-time employees have by default 3 network drives available for data storage. These drives are automatically mapped during a user domain login. If the users email address is used to login, the drives will not be available.

**H:** <\\mcc-homes.mclennan.edu\user\username>  
Personal drive that only your user account can access. Each user account is limited to 10 Gigabytes.

**L:** <\\mcc-common.mclennan.edu\common>  
Common drive that is shared with every employee user account.

**M:** <\\vm-mccdepts.mclennan.edu\department name>  
Departmental drive that is shared with other users within your department. This Drive has a 10 Gigabyte limit for each user.

## **Work at Home Software**

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All employees have the option to download Office 365 for free, and full-time faculty and staff can request Adobe Creative Cloud and Camtasia through this link:

<http://web.mclennan.edu/tech-support/software>

## **Campus Email**

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To see how to setup email on your Apple or Android phone or tablet: *(case-sensitive links)*

**iPhone:**     [iOS Mobile App Instructions](#)

**Android:**    [Android Mobile App Instructions](#)

**How do I setup my Outlook Email on my home computer with Office 2016?**

[Configure Outlook to Connect to Exchange](#)

**How do I access my email from the web?**

From a browser go to:

<https://mccmail.mclennan.edu/owa>

Log in using your entire MCC email address, and your current password

## **MCC Wireless Access**

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Wireless Network (SSID)

**Mclennan**    For employees only. Use your employee user account and password to access this network. Once you login, your device will remember your account information and you will not have to perform this process again.

## **VPN Remote Access Request Form:**

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To request VPN access to work from home, please click the link below and complete the form. An IT Support Technician will contact you as soon as possible.

[VPN Request Form](#)

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## **Campus Maps**

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To view an interactive map or download a campus map visit the following:

<http://www.mclennan.edu/campus/>

## **SharePoint**

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SharePoint is a web based application that allows online collaboration, file editing/exchange, and file management from any computer with an Internet connection.

Many of the forms that MCC employees use are stored in the SharePoint site. You will need to login with your MCC username and password.

<https://sharepoint.mclennan.edu>

## **Colleague UIWeb**

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To Access Colleague UIWeb from home, please connect to VPN first, click the Help Desk link on the MCC website, and click the Colleague UIWeb Link.

[Colleague UIWeb](#)

## **myAlert**

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MCC myAlert is an emergency notification service that gives McLennan Community College the ability to communicate health and safety emergency information quickly by email and text message. With MCC myAlert, MCC can quickly pass on safety-related information, regardless of your location.

<https://www.getrave.com/login/mcc>

## **Online Directory**

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Search through the online directory to find employees by name, department, or building:

<http://www.mclennan.edu/directory/>