



## GETTING HELP

PHCC is committed to supporting all of the College's students with myPHCC assistance.

- ◆ Submit a ticket using the **Help** button located in the upper right-hand corner of the myPHCC environment.
- ◆ Call the Student Help Desk during normal business hours (M-F 8:00 a.m. - 4:00 p.m.) at 727.816.3776 or email at [studenthelpdesk@phcc.edu](mailto:studenthelpdesk@phcc.edu).
- ◆ Contact the PHCC Information Center at [informationcenter@phcc.edu](mailto:informationcenter@phcc.edu) or call 727.847.2727 (M-TR 8:00 a.m. - 7:30 p.m., Friday 8:00 a.m. - 4:30 p.m.)

## myPHCC WORKSHOPS

Attend an upcoming workshop to learn more about myPHCC. Students have the option of attending a face-to-face training or joining a webinar. See the myPHCC Student Bookmark for more information, or visit:

<http://myphccsupport.org/training>

## LINKS

The myPHCC Support website offers all of the information provided in this guide online, as well as links to tutorials with further instructions. Visit <http://myphccsupport.org/guide> for detailed help on myPHCC.

## A STUDENT'S GUIDE TO



"COURAGE IS KNOWING WHAT NOT TO FEAR." PLATO

## START HERE

The first step is log in. Go to the WISE system to obtain a myPHCC ID (*this is the same as your QuistaMail ID*). Access myPHCC by using your ID and default password.

Your default password begins with the letters **P** and **h**, followed by your two digit month, day and four-digit year of birth (*Phmmddyyyy*). For example, if you were born on August 6, 1981, your default password would be Ph08061981.

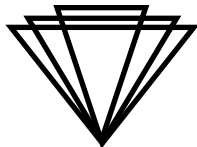
**Remember, capitalization matters!**

## SELF-SERVICE PASSWORD RESET SYSTEM

Forgot your password? Use the Self Service Password Reset System (*SSPR*) to reset your password and set up your security questions to ensure you can reset your password at a later date. Click the **Forgot Password** link under the password input box and follow the on-screen instructions.



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## TECHNICAL REQUIREMENTS

**Platforms:** Windows, Mac, Linux, iOS and Android

**Recommended Browsers:** Google Chrome and Mozilla Firefox

**Secondary Browser:** Safari

**Plug-ins:** Adobe Flash, Adobe Reader and Java

Update your browser to the newest version available. Also, the Flash plug-in should be the most recent release.

## BOOKMARK myPHCC

You will want to bookmark the myPHCC login page for quick access to your online courses. Each browser has specific instructions on how to bookmark pages. Visit <http://myphccsupport.org/guide> for more information.

## GLOBAL STREAM

The Global Stream, a.k.a. your myPHCC homepage, contains a stream of recent activity from all of your courses.

You can view the details of each section by hovering in the Section area and clicking the **Show More** button.

## myPHCC CALENDAR

The Calendar is a great way to view events, assignments and due dates for all of your courses. To access, click the **Calendar** link in the Global Navigation menu at the top of the page.

If your Calendar becomes too crowded, you can filter the number of events listed by selecting or deselecting courses on the **Sidebar** to the right.

## RETURN HOME

Click the **myPHCC** logo in the Global Navigation to return to your homepage.

# THE HELP CORNER


[Courses](#)
[Grades](#)
[Calendar](#)
[Test Student](#)
[Inbox](#)
[Settings](#)
[Logout](#)
[Help](#)

The Help Corner is always located in the top right corner of myPHCC.

## INBOX

Messages from all of your courses go to the same inbox, where you can send and read messages from instructors.

## SETTINGS

Use the Settings page, for the following:

- ◆ **View and edit personal settings**
- ◆ **Add a profile photo**
- ◆ **Access notifications and adjust preferences for new messages, discussions, and assignments**
- ◆ **Review and store personal files**
- ◆ **Edit profile information**

Make sure to explore the left navigation menu of the **Settings** page to access all of the features. For instructions on the features above, visit <http://myphccsupport.org/guide>.

## LOGOUT

Log out at any time by clicking on the **Logout** link. Be sure to log out when using any public computer

## HELP

Use the **Help** link from the top right corner of myPHCC to ask instructors a question, report a problem, or access user guides.

