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## *Mountain Empire Community College*

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Follow the steps below to access your Canvas courses.

- Go to <https://www.mecc.edu/>
- Click on the red fox icon in the top right-hand corner of the main page. This will take you to the myMECC log in page.
- Enter Username and Password. Your username is provided when you complete your application to the college. If you do not have your username, your High School Career Navigator can look it up for you, or your guidance counselor may be able to provide this to you. Elite Learning instructors DO NOT know your ID number
- Once you have your username, if you do not know your password, students should click on Forgot password and use the advanced password reset tool. If you have trouble with the password reset tool, use the link for myMECC help for further instructions and a link to request assistance from the HelpDesk.
- The first time you log into myMECC, you will be prompted to Setup Password Recovery Settings
  - Click Setup Password Recovery button.
  - Re-enter your password and click Sign in
  - Click Get Started under Account Recovery Settings to setup your Security Questions. You need to set Five (5) security questions and answers to be used if you forget your password or when it expires. You may choose your own questions and answers should contain a minimum of 5 characters. Keep the answers simple, but unique to you—they will ask you a random 3 of the 5

### MECC Technical Support:

The Technical Service Desk and Assistance with Canvas issues is open Monday through Friday from 8:00 a.m to 4:30 p.m. The emails for assistance are [helpdesk@mecc.edu](mailto:helpdesk@mecc.edu) or [skennedy@mecc.edu](mailto:skennedy@mecc.edu). Students may also call 887-875-8359 for help.

24/7 Canvas Phone Support for Students: (877) 875-8359

### Live Chat Support for Canvas Issues:

<https://cases.canvaslms.com/liveagentchat?chattype=student>