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## Virginia Highlands Community College

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Follow the steps below to access your Canvas courses.

- Go to <https://www.vhcc.edu>
- Click on myVHCC. This will take you to the myVHCC 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 link and use the advanced password reset tool. If you have trouble with the password reset tool, contact the VHCC Helpdesk at helpdesk@vhcc.edu or call 276-739-2500
- The first time you log into My VHCC, 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
  - Click SUBMIT at the bottom of the question pane to set your Q&A

### VHCC Technical Support:

Do you have questions dealing with technology, Canvas, Zoom, Email, etc.? Contact the VHCC Helpdesk: helpdesk@vhcc.edu or call 276-739-2500

### VHCC LIVE CHAT

If you look in the lower right-hand corner of any VHCC webpage you will see the Live Chat icon. Click the icon to access our live chat option to communicate directly with key service centers at VHCC.

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

### Live Chat Support for Canvas Issues:

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

More information can be found on the Virginia Highlands Community College website (www.vhcc.edu) by selecting Current Student>Distance Learning>Online Learning Resources>Resources for Students