

MPC Technology (IT)

Getting Started Guide

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Getting Started Guide

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The MPC IT department provides many systems and services to MPC employees and students. This Getting Started Guide has been created to provide an introduction and basic instructions on how to access the core systems you will need as an employee at MPC, and also provide you with information on how to obtain additional support and training you may need in the future.

All members of the MPC community (employees and students who have registered for a class) will receive an MPC network (Lobo) account. This account provides you with credentials to use designated computers, the MPC network and access to various software applications MPC hosts and supports (Google Apps (Mail, Calendar, Docs/Drive, etc..), Student Information System (SIS), Tech Support Help-Desk, MyMPC (Intranet), and others.)

Lobo Account Details

Your username will be created for you based on your legal name in the following format:

- First Initial + Last Name
Example: jsmith
- Your email address will be: username@mpc.edu
Example: jsmith@mpc.edu

IT will set your initial password. This password will be provided to you and you will use it the first time you log into an MPC computer or Lobo Apps. You will be prompted to change this password to something you can remember (minimum 8 characters) after your first log in.

*Special Note! Some MPC systems may require that you include the MPC domain name when entering your username to access them. If the domain name is required, enter it like this:
mpc\jsmith*

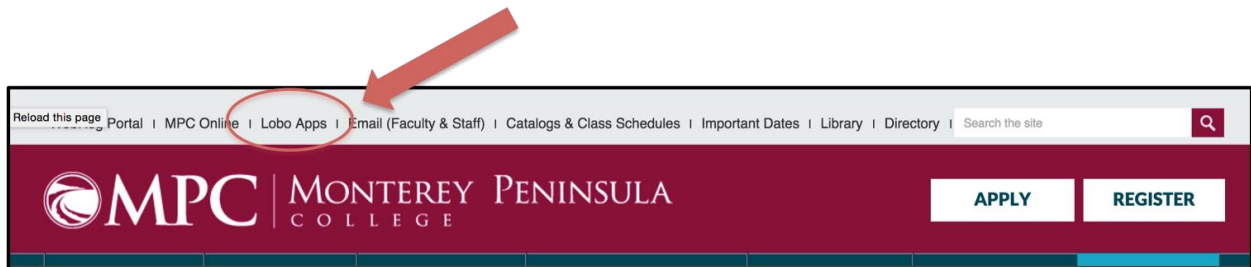
Lobo Apps

IT has integrated a Single Sign-on solution (Lobo Apps) for faculty, staff and students at MPC. Through this authentication method, users can access the most frequently used web-based systems supported by MPC from one launch page and a single username and password. Below please find instructions on how to get started!

Accessing Lobo Apps

Open up a web browser (we suggest Chrome, but you can use any current browser)

- Go to: <https://sso.mpc.edu>, or
- Click on the quick link to “Lobo Apps” page at the top of our public website (www.mpc.edu)



Logging into Lobo Apps

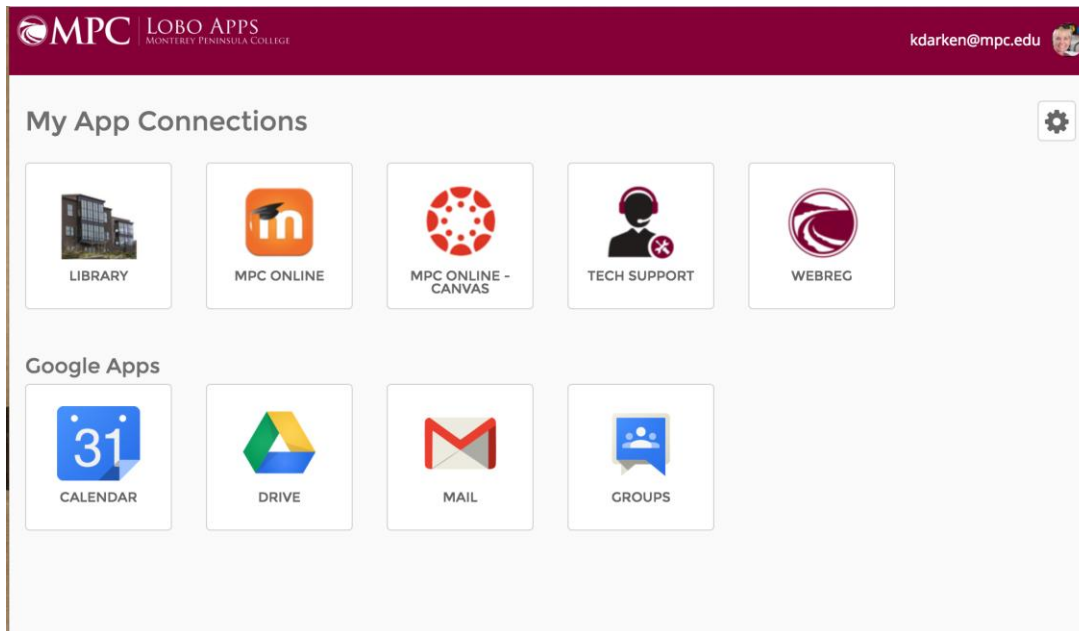
You should see this when you go to the Lobo Apps Login page.

A screenshot of the Monterey Peninsula College User Log In page. The page features the MPC logo at the top left. The main heading is 'Monterey Peninsula College User Log In'. Below the heading are three input fields: 'Username', '@mpc.edu', and 'Password'. The '@mpc.edu' field is pre-filled. To the right of the input fields is a 'Log In' button. Below the 'Log In' button are links for 'Change Password' and 'Forgot Password'. A small disclaimer states: 'By logging into this system you agree to the Monterey Peninsula College Cloud Access Policy.' On the right side of the page, there is a 'Welcome to Monterey Peninsula College's Single Sign-on (SSO) platform!' section with a paragraph of text explaining the SSO rollout. At the bottom of the page, there are links for 'Privacy Policy' and 'Agreement', and a copyright notice: '© Clearlogin, 2015. All rights reserved.'

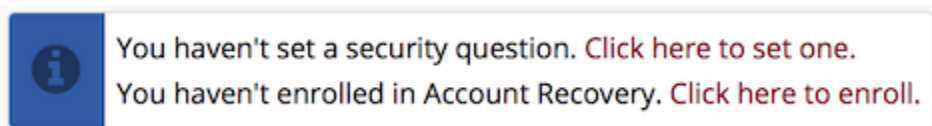
Enter your Lobo Account Username (first initial + last name) and your password where indicated and click the "Log In" button (note: that you do not have to include @mpc.edu, that is filled in for you in the center field).

**Special Note: if this is the first time you are accessing your account you will need to enter the temporary password that was initially assigned to you and change it when prompted after your first log in). Your Department or Unit Office Manager will have this information for you.*

Logging in takes you to the Lobo Apps launch page (your dashboard) - which should look something like this.



If this is your first time accessing this system we suggest you take the time to “Set up a Security Question” and enroll in "Account Recovery". (First time users will see a notification icon prompting them to do these things displayed on their dashboard until these 2 tasks have been completed)



Once you have set up a security question and enrolled in account recovery you will be able to reset your own password (if you forget it) without having to involve IT. To take care of this housekeeping right away follow the instructions provided below.

Setting a Security Question

- Click on the active link next to the prompt to set your security question. This brings you to a new webpage where you can create your own question and save your answer. Remember to choose a question that has a specific answer and will be easy for you to remember (an example is provided below.)


The screenshot shows the MPC user settings page. At the top, there is a maroon header with the MPC logo on the left and the user email 'kdarken5839@mpc.edu' and a profile icon on the right. Below the header, a blue information box contains the text: 'You haven't set a security question. Click here to set one.' and 'You haven't enrolled in Account Recovery. Click here to enroll.' Below this is a 'Settings' section with a gear icon and a grid icon. On the left, there are five menu items: 'Basic Settings', 'Multi-Factor Authentication', 'Security Question', 'Account Recovery', and 'Change Password'. The 'Security Question' menu item is selected. The main content area is titled 'Security Question' and contains three input fields: 'Security question' with the text 'What was my first dog's name?', 'Security answer' with five asterisks, and 'Security answer confirmation' with five asterisks. A red 'Save' button is located at the bottom right of the form.

- Click the "Save" button to save your question and answer in the system, you will see a green check on this page confirming you have completed this step when you are done.

This screenshot shows the same MPC user settings page as the previous one, but after the security question has been saved. A green checkmark icon is now visible next to the text 'Your changes have been saved.' in the main content area. The 'Security question' field still contains 'What was my first dog's name?', but the 'Security answer' and 'Security answer confirmation' fields are now empty. The red 'Save' button remains at the bottom.

Enrolling in Account Recovery

- After you have set your security question don't forget to enroll in account recovery. Account Recovery allows *you* to reset your password, if you have forgotten it, without having to ask for assistance from IT.
- Click on the active link next to the prompt to enroll in account recovery. This brings you to a new webpage where you will enter a phone number where you can receive text messages.*
- Enter a cell phone number and click the button to "validate" your number.

 You haven't enrolled in Account Recovery. Click here to enroll.

Settings

- Basic Settings
- Security Question
- Account Recovery
- Change Password

Account Recovery

Phone number

[Validate](#)


***Important Note:** The phone number you enter for Account Recovery must be a number that can receive a text message (eg. a cell phone). Do not enter your desk phone number here.

- Very quickly you should receive a text message on your cell phone with a confirmation code
- Open the text message to retrieve the confirmation code you received and enter that Clear Login confirmation code in the field provided on this confirmation page

Settings

- Basic Settings
- Security Question
- Account Recovery
- Change Password

Confirm Recovery

 We've just sent a text message to +1-(831)-200-3401. Please enter it below to confirm your phone number.

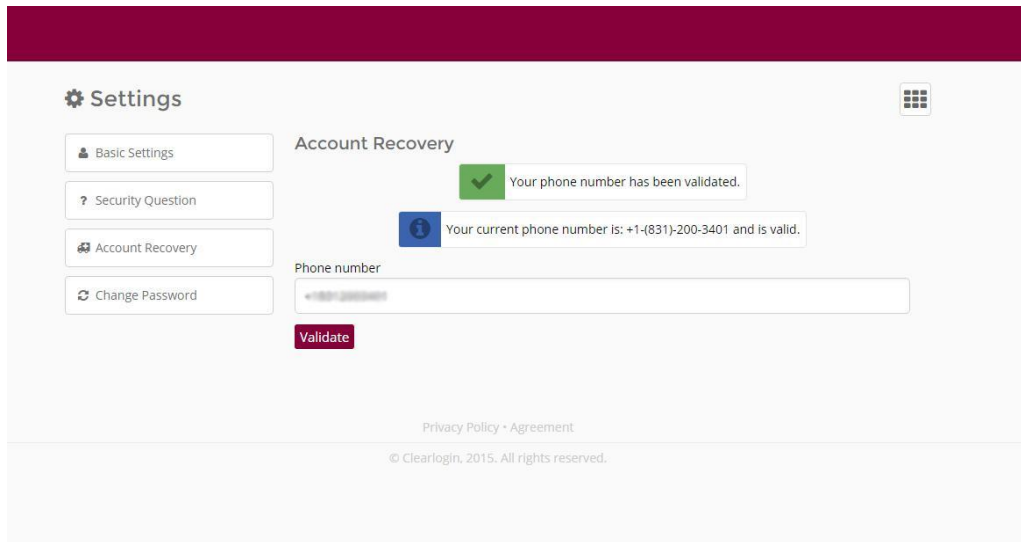
Confirmation code

[Submit](#)

[Privacy Policy](#) • [Agreement](#)

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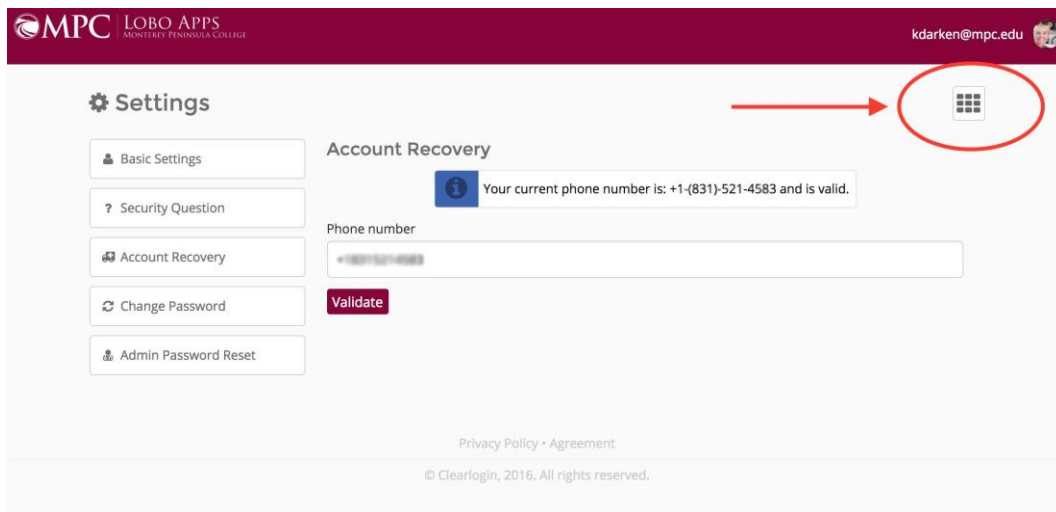
Once your number has been validated you will be taken a confirmation page that will display your current account recovery phone number and a green check verifying you have completed this step.



Accessing your new email account

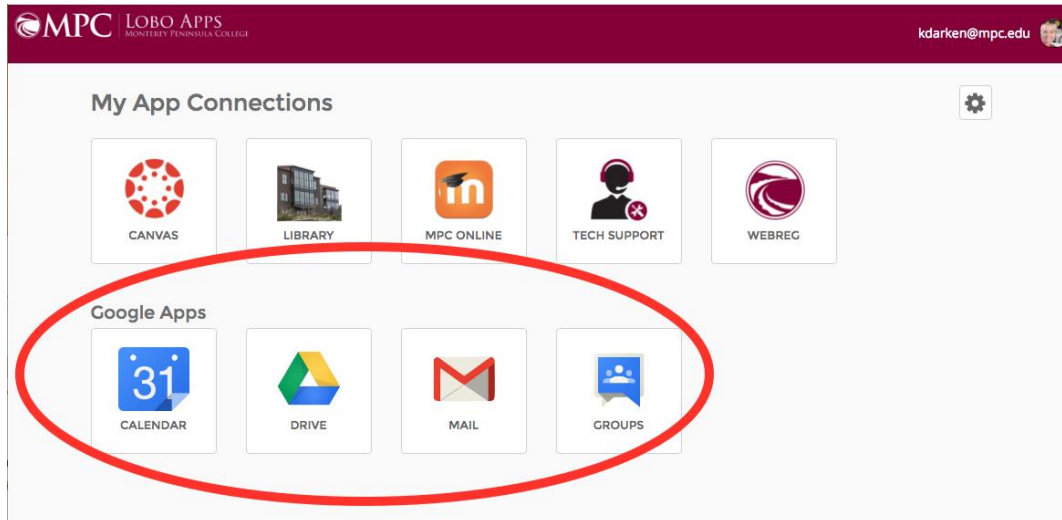
Once you have completed the steps above you can return to the Lobo Apps dashboard to access your MPC personal management tools (Mail & Calendar), websites and IT supported applications.

- Click the dot grid to return to the main dashboard page



Google Apps for Education (Mail, Calendar, Drive..)





MPC is a Google Apps for Education campus. That means your mpc.edu email, calendar, contacts are all supported through Google's tools, on Google's servers. Google also provides cloud storage for your documents through Google Drive and other cloud-based solutions that encourage collaboration. Google provides our campus with 24/7 access across a many platforms and browsers in a reliable and secure environment. MPC faculty and staff are encouraged to contact IT for support and training on any these Google tools.



To access any one of these Google Applications click on the appropriate icon in your Lobo Apps dashboard. A quick overview for each of the core applications can be found below:

- [Google Mail Cheat Sheet](https://apps.google.com/learning-center/products/gmail/cheat-sheet/)
<https://apps.google.com/learning-center/products/gmail/cheat-sheet/>
- [Google Calendar Cheat Sheet](https://apps.google.com/learning-center/products/calendar/cheat-sheet/)
<https://apps.google.com/learning-center/products/calendar/cheat-sheet/>
- [Google Drive Cheat Sheet](https://apps.google.com/learning-center/products/drive/cheat-sheet/)
<https://apps.google.com/learning-center/products/drive/cheat-sheet/>

Each application has a few key features that work the same way across products.

	Use the Google Grid to move between applications
	Click the Gear icon to go to application settings
	Click to search for content specific to the product
	Click these icons to display more options

MyMPC (Intranet)

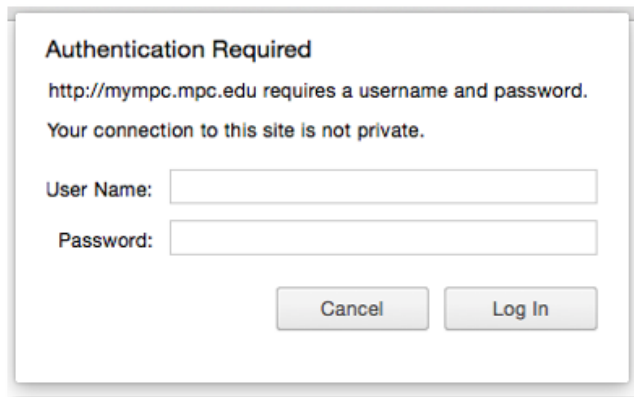
MyMPC is used to share information and documents *within* the MPC community. Access to all webpages, documents and forms can be controlled within this site. Users must log in to access this site.

To access MyMPC go to <http://mympc.mpc.edu> on the Web. (Note: This site will not work in Firefox, please use another standard browser (Internet Explorer, Google Chrome or Safari) to access this site.

Enter your username *with* the domain name and forward slash, for example:

- Username: mpc\jsmith
- Password: *****

Then click the Log In button to go to the MyMPC home page.



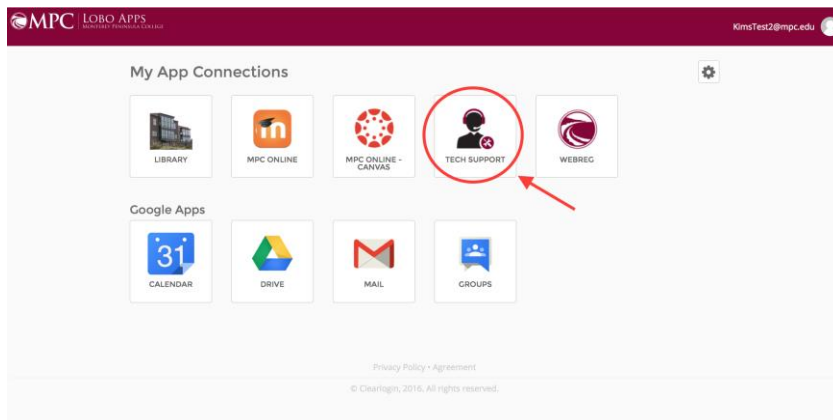
The image shows a dialog box titled "Authentication Required". The text inside reads: "http://mympc.mpc.edu requires a username and password. Your connection to this site is not private." Below this text are two input fields: "User Name:" and "Password:". At the bottom of the dialog box are two buttons: "Cancel" and "Log In".

Shared documents for departments (Student Services, Academic Affairs, Administrative Services and internal committees) can be found here. Periodically, you may receive emails or documents with links to resources stored on this site.



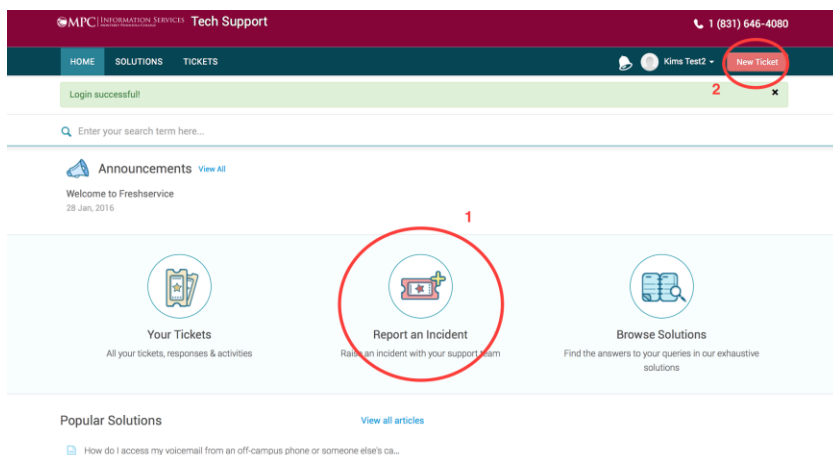
Tech Support

MPC IT is here to support you and your needs on campus. Our Helpdesk technicians and training personnel are available to fix issues and answer questions you may have regarding the technology we provide. MPC faculty and staff can easily access the Helpdesk system to open a ticket or check on the status of a current ticket through their Lobo Apps dashboard. Click on the Tech Support icon in your dashboard to access the Helpdesk to log your issue.



Submitting a ticket

When you first launch the application you will be taken to the home screen. Users can open a new ticket by (1) clicking on the icon to report an incident or (2) clicking on the red button marked "New Ticket"



Your email address will automatically be entered in the requestor field on the “Submit a ticket” form that is displayed. Enter a short descriptive title in the subject line field and select an appropriate category from the drop down list provided in the “Group” field.

Submit a ticket

Requester ✖ kimstest2@mpc.edu

Subject ✖ I can't connect to a printer

Group ✖ ...
...
Applications
Classroom / Conf. Room
Computer / Network
Printer
SIS / Programming
Telephone

Description ✖

Attach a file

Submit Cancel

Related articles...

[How do I access my email?](#)
To access your email Go to MPC's public website, www.mpc.edu and click on the Quick Link called Lobos Apps at the top of the page. Or go to

[How do I access my voicemail from an off-campus phone or someone else's campus phone?](#)
Accessing your voicemail from an off-campus phone Call (831) 645-1300 (on campus just dial 1300) Wait for the call attendant to prompt you to

[How do I change my voicemail message \(greeting\)?](#)
To change your voicemail message From your desk phone: Press the message button Enter your pin Press 4 to enter "set-up" options Press 1:

[How do I change my voicemail pin?](#)
To change your voicemail pin# From your desk phone: Press the message button Enter your current pin# Press 4 to enter "set-up" options

Complete the form by filling in the description field with information that describes your issue with enough detail to enable a support technician to begin working on/researching your problem. Click the “Submit” button when you are done.

Submit a ticket

Requester ✖ kimstest2@mpc.edu

Subject ✖ I can't connect to a printer

Group ✖ Printer

Description ✖ I received a new computer and can't connect to a printer here in our office.

Attach a file

Submit Cancel

Related articles...

[How do I access my email?](#)
To access your email Go to MPC's public website, www.mpc.edu and click on the Quick Link called Lobos Apps at the top of the page. Or go to

[How do I access my voicemail from an off-campus phone or someone else's campus phone?](#)
Accessing your voicemail from an off-campus phone Call (831) 645-1300 (on campus just dial 1300) Wait for the call attendant to prompt you to

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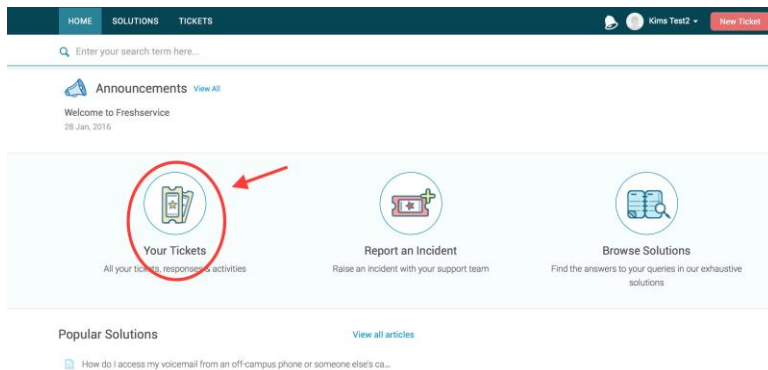
[How do I change my voicemail pin?](#)
To change your voicemail pin# From your desk phone: Press the message button Enter your current pin# Press 4 to enter "set-up" options



Users can also open a support ticket without logging into the Help Desk by emailing techsupport@mpc.edu

Reviewing your tickets

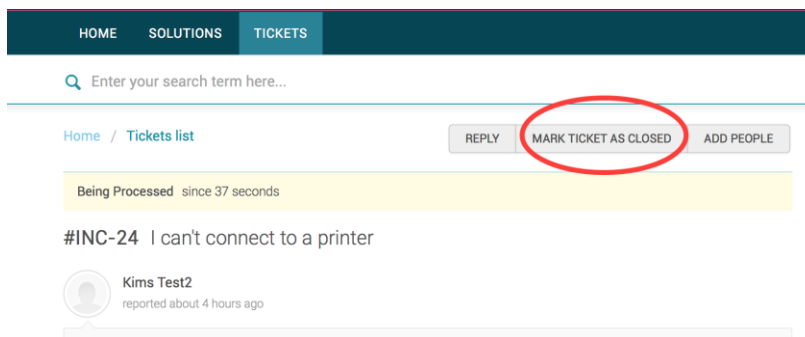
From the Helpdesk home screen, users can review the status of an existing ticket, add additional notes to an open ticket or copy other faculty/staff members so they are notified of progress being made on an issue that has been submitted. To review your ticket, hover over the “Your Tickets” icon to see a list of tickets you have access to, and select the one you want to review/update.



To review your ticket, hover over the “Your Tickets” icon to see a list of tickets you have access to, and select the one you want to review/update.



To add additional information to your ticket, click to “reply to this ticket.” You can also change the “Group” or category initially selected when opening your ticket, if required. If your situation has resolved itself (or you have figured out a solution on your own), you can close the ticket yourself by clicking the button to “Mark Ticket As Closed”



Training Opportunities

MPC faculty and staff members can request training on any of the systems and software applications provided by the campus (eg: Google Mail, Calendar, Hangouts, Drive, Docs, Slides, Forms, Microsoft Office Applications, SIS, etc..) Training is available for individuals and small groups.

To request training please fill out the training request form found on our IT website: www.mpc.edu/it. Our trainer will contact you to set up an appointment that fits in your schedule!

Department Directory

INFORMATION TECHNOLOGY DEPARTMENT

Font Size: [+] Share & Bookmark [-] Feedback [?] Print

RELATED LINKS

- MPC Email (Loto Apps)
- MyMPC Internet
- WebReg (Faculty/Student Portal)
- MPC Online (Online Learning)
- Technology Committee
- Standard Equipment List/Pricing

Sign-up for training!

Our Mission:
Monterey Peninsula College will benefit from effective, high quality, secure and sustainable technology. The delivery of technology will be used to promote academic success and accessibility to information while aligning with our Institutional Goals.

Never Share your Password!!

MPC is frequently the target of email scams. Often the malicious email prompts the user to share their network login info.

to keep you and others safe please remember:

- NEVER share your password with anyone! (MPC IT will never ask for a password)
- Don't click on emails that ask for this kind of information
- Do not fill out online forms that are sent to you via an unsolicited email
- Delete any suspicious email from your account immediately

Contact Info

Hours:
Monday - Friday
8:00 - 5:00 pm

Location:
Administration Building
900 Fremont St.
Monterey, CA 93940

Phone:
(831) 946-4090

Submit Help Desk Request (Faculty & Staff)

News

Stay on track with GradGuru!
MPC is excited to announce the launch of a FREE new