



Student Computer Information

- The **IT Services Helpdesk** office is located at Main 327.
- To submit a Helpdesk ticket, visit <https://helpdesk.mtaloy.edu>.
- **Phone:** 814-886-6502
- **Email:** helpdesk@mtaloy.edu
- **Hours:** Summer Semester: Monday - Friday 8:30am - 5:00pm
Fall and Spring Semester: full-time staff Monday - Friday 8:30am - 5:00pm
(student staffing M-Th 8am - 6pm, F 8am - 5pm)
- **MyMAC Portal Website:** <https://portal.mtaloy.edu>

Accessing Computer Accounts

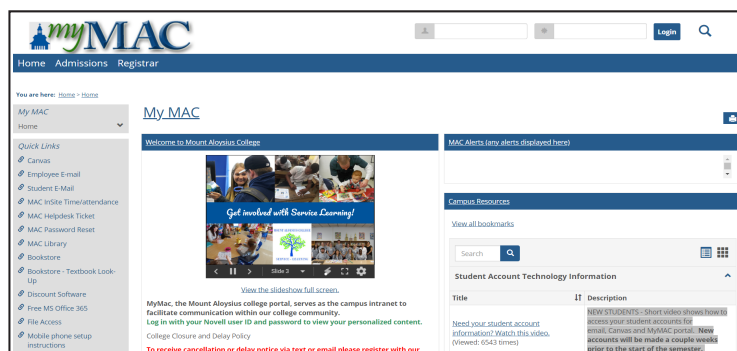
The MyMAC Portal page provides access to important online documents and information for the college community. You will access email, Canvas and Student services from the portal page. **Google Chrome** or **Mozilla Firefox** work best when accessing MyMAC and Canvas.

To best access the mobile version of the portal page on your smartphone, get the **MyMACMobile** app.

To find your usernames and default passwords, follow these steps:

- Visit the MyMAC portal page at: <https://portal.mtaloy.edu>
- Click the **MAC IT Computer Account Information** link under Campus Resources. If you see an error stating "The site's security certificate is not trusted!" click **Proceed anyway** to continue.
- Enter your Student ID Number (located on your schedule) and Last Name then click **Lookup!**
- All your account information will be listed including usernames and default passwords.

For a short video tutorial on how to access your account information, please visit the MyMAC portal page and click **Need your student account information?** under Campus Resources.



Accounts get created throughout the year when students register for classes.

Check the MAC IT Computer Account Information link to see if your account has been created. Please email or call the Helpdesk if you have questions.

MyMAC Resources

- Go to the MyMAC portal and login with: **Username** is your Novell ID (ex. ABCST1) **Password** is your Student ID number (8 digits)
- Select the **Students** tab to view your schedule, grades, unofficial transcript and other account info.
- Select **Advising** to check your course needs, degree audit and any meetings with your advisor.
- Click on **Financial Aid** to view your aid awards and document tracking.
- To drop or add courses select **Online Registration**.

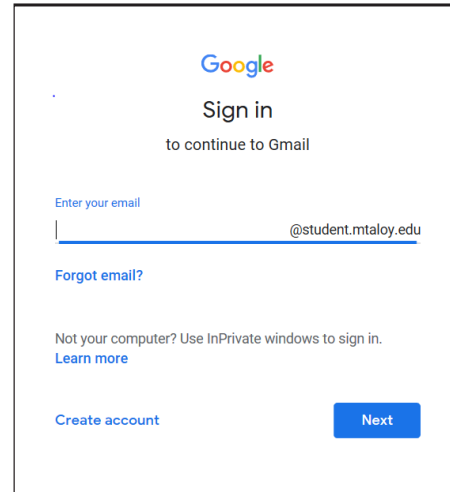
MAC Password Reset

- Go to the MyMAC portal and look for **Quick Links**
 - > Click the **MAC Password Reset** link.
 - > Click **Forgotten Password** or **Login**, depending on your needs.
- If you click **Login**, enter your account information at the **Novell Identity Manager** login prompt:
 - Username** is your Novell ID (ex. ABCST1)
 - Password** is your Student ID number (8 digits)

Be sure to complete the challenge response questions. Your password must be at least 8 characters long. You can use numbers and letters and it is case sensitive.

Accessing Student Email

- Go to the MyMAC portal and look for **Quick Links**
> Click the **MAC E-Mail Student** link.
- Enter your account information at the login screen.
Username is your email address.
Password is your Student ID number (8 digits)
- You should change your password after the first time you login to your accounts. See the **MAC Password Reset** section in this document how to change it.
- Your MAC Email must be used when doing any type of email correspondence with anyone on campus. Personal accounts should not be used.



The screenshot shows the Google Sign in interface. At the top is the Google logo. Below it, the text reads "Sign in to continue to Gmail". There is an input field for "Enter your email" with a placeholder "@student.mtaloy.edu". Below the input field are links for "Forgot email?", "Not your computer? Use InPrivate windows to sign in. Learn more", and "Create account". A blue "Next" button is located at the bottom right of the form.

Mobile Device E-mail Setup

Install the Gmail app for either iOS or Android platforms, from the App Store or Google Play.

Online Helpdesk

- Go to the MyMAC portal and click on **MAC Helpdesk Ticket** under Quick Links on the left side of the page.
- Log in with your Novell username and password. This is also the same as what you use to log in to the portal page and campus computers.
- Once logged in, on the right hand side there is a tab called Menu. Under that, click the "New Request" tab.
- Fill out the ticket as needed and submit it. This will notify the Helpdesk of your issue and you will receive a confirmation email. You can log back in to the Online Helpdesk at any time to check on the status of your ticket.

Campus Printing

- To install computer lab or library network printers on your personal computer, go to <https://iprint.mtaloy.edu/ipp>, then click the link for the name of the printer you wish to install. It will prompt you to install the iPrint client first. Do this and then close out of your browser, open the same page again, and click the link for the printer again to install.
- If you have a Mac-based device and have trouble installing the printers, please stop by IT Services in Main 327.
- To install the mobile app, search for Novell iPrint in the App Store or Google Play. Enter iprint11.mtaloy.edu for the server name. Use your Novell credentials to log in.
- To check current print credits or add additional credits to your account, log in to the MyMAC portal, click the Help tab, and follow the link under the section labeled Print Drivers for Campus Printing. Log in with your Novell credentials.

Free Office 365 for Students

- For a free copy of Microsoft Office, go to the MyMAC portal and click **Free MS Office 365**. Enter your school email address and follow the prompts to download and install on up to 5 personal computers.

Online Registration

- To register for classes, visit <https://portal.mtaloy.edu> and click on the MAC Resources link on the left-hand side, above the Quick Links section. Then, click the link entitled MAC Online Registration Directions to view how to add and drop courses.

Notes on Registration:

- If you need registration clearance, schedule a meeting with your advisor. It is recommended that you meet with your advisor early and that you register as soon as you are able to in the system.
- Holds will prohibit you from registering. Students must check for any holds prior to trying to register, so there is no delay. On your MyMAC page, click the Student tab, then the online registration link on the left. If you have holds, a message will appear that states "You have holds and are not allowed to add or drop courses." Under the Holds heading it will list the specific office to contact to reconcile the hold.
- Make sure you enter the correct term when trying to register.
- Rooms have been assigned to all courses; however, there will likely be changes to room assignments. Verify your schedule the day before classes begin to ensure you have the most up to date room assignments.

Accessing MAC Course Schedule

- Go to the MyMAC portal and look for **Quick Links** > Click the **Course Search** link.
- Choose the year and term you wish to search. Define your search if needed and click on the Search button.

Accessing Canvas

- Go to the MyMAC portal and look for **Quick Links** > Click the **Canvas** link.
- Log in with your Novell ID (initials+ST#) and password.

You may see the message "Welcome to Canvas." Until instructors make courses available for students, you might not see your courses. Not all instructors use Canvas, check with your instructor before emailing Canvas@mtaloy.edu.

Canvas Mobile App - Check your phone/app store for Canvas Student app.

Canvas Requirements

Chrome and Firefox browsers are recommended. Please refrain from using Internet Explorer or Edge unless otherwise notified. Also, use only a wired Ethernet connection when taking a test; WiFi connections are NOT recommended.

If you have any questions or experience any difficulty, please submit a ticket at helpdesk.mtaloy.edu. Feel free to contact the Helpdesk at **814-886-6502**, email helpdesk@mtaloy.edu, or stop in Main 327.

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