**What is the Merced College Portal?**

The Merced College Portal is a key online tool for everyone at the college. Students use it to sign up for classes, meet with faculty, and handle campus-related paperwork. Faculty and staff use it to manage their job details. Basically, it's your go-to place for all things related to Merced College.

**How do I login to the portal?**

To use the portal and other college apps, you need your Merced College username, email, and a starter/initial password.

* New students: After applying to CCCApply, give us a day to process it. You'll get an email with your login info. No email? Contact our tech support at [myhelp@mccd.edu](mailto:myhelp@mccd.edu) or 209-381-6514 for help.
* Your username is the bit before “@” in your college email. For example, if your email is “john.doe14@campus.mccd.edu”, your username is “john.doe14”. If you’re unsure about your username, contact tech support.
* Log in to the portal and Canvas with your full email or username. Upon entering your starter password, you’ll be prompted to create a new password. This new password will be your universal password until you change it the following semester.

**What to do if I cannot sign into the portal?**

Our login security system, Okta, acts like a gatekeeper. If you’re having trouble:

* Don’t take too long on the sign-in page. If it takes more than 5 minutes, you’ll be locked out for 2 hours. Always start fresh with a new page.
* Multiple failed login attempts will lock you out for 2 hours. Contact tech support or reset your password to get back in.
* Passwords expire every 90 days. If you’re locked out, it might be time for a reset. Tech support can help with that too.

**Resetting your password**

If you’re locked out, reset your password on the MC portal page by following these steps:

1. Click “Need Help Signing In?” on the login page.
2. Then click “Forgot password?”.
3. Enter your username or email and choose a verification method (text, email, or voice call).
4. Enter the code you receive and answer your security question.
5. Set your new password.