STUDENT RESOURCES

KNOWLEDGEBASE
To access step-by-step directions, videos and tutorials, visit the College KnowledgeBase by selecting the Help icon for MyMC3 (the portal). Use the Search feature to search for articles or use the left navigation menu to browse tutorial folders.

BLACKBOARD APP
Download the free Blackboard app from your mobile device's app store to learn on the go. View course announcements, participate in discussion boards, view course content and more. Elect to receive push notifications to stay up to date as your instructor and peers contribute to your course.

ONLINE LEARNING READINESS RESOURCE
Access the College's Online Learning Readiness Resource to practice using and navigating Blackboard all while learning about the importance of time management and online communication. This is a non-graded resource that helps you prepare for online learning.

TECHNICAL HELP

HELP DESK
Contact the Help Desk if you encounter a technical problem (being unable to access Blackboard or MyMC3). Phone support is available 24/7/365. You can contact the Help Desk in the following ways:

Phone: 215-641-6495
Email: helpdesk@mc3.edu
Live Support: support.mc3.edu
Walk-Up:

Fall & Spring Semester
Monday - Friday 7:00 AM - 10:15 PM
Saturday 9:00 AM - 1:00 PM

Summer Semester
Monday - Thursday 7:30 AM - 10:15 PM

MONTGOMERY
COUNTY COMMUNITY COLLEGE

Blue Bell Campus
340 DeKalb Pike
Blue Bell, PA 19422

Pottstown Campus
101 Campus Drive
Pottstown, PA 19464

MONTGOMERY
COUNTY COMMUNITY COLLEGE

INFORMATION TECHNOLOGY
BLACKBOARD

TECHNICAL HELP DESK
Central:
Advanced Technology Center 323
West:
South Hall 256
Phone: 215-641-6495
Email: helpdesk@mc3.edu
Live Support: https://support.mc3.edu

USING BLACKBOARD AT MONTGOMERY COUNTY COMMUNITY COLLEGE

WHAT IS BLACKBOARD?

Blackboard is the learning management system used at the College that supports teaching and learning in face-to-face, hybrid and online courses.

ACCESSING BLACKBOARD

Blackboard can be accessed on the College website: **https://www.mc3.edu**

- Select My MC3
- Login using your College username and password
- Select the Blackboard icon on the top of the page
- Select the link for your course

Note: Courses are made available in Blckboard the first day of classes.

LOG IN INFORMATION FOR BLACKBOARD

Username:

Your account is automatically created after registering for a class. You are assigned one username for most web resources at the College. Your username will consist of the following:

- First initial of your first name
- Your last name (up to 15 characters)
- Last 4 digits of your MCCC ID number

Example: jobrien568

Password:

To get your password, you must claim your account online. You will need to have your mobile phone number on file and/or up to date with the College to proceed. To provide your mobile phone number contact Enrollment Services. To claim your account:

- Go to password.mc3.edu
- A code will be sent to you via text message

If you forget your password, want to change your password, or are locked out of your account go to password.mc3.edu.

MY INSTITUTION TAB

You will be directed to the **My Institution** tab or the Blackboard Dashboard when you log in. This is the main landing page for Blackboard. On this page you will see your Course List, Announcements, Academic Progress, Advising and Financial Aid information and more.

TOP INFORMATION TABS

Next to the **My Institution** tab you will see a number of additional informational tabs related to your program of study. Access the Library, College Information, Help & Support, Policies, and the Virtual Campus.

ANNOUNCEMENTS

Select the **Announcements** link on the course menu to view important information about your course. It is important that you check Blackboard often for updates.

EMAIL IN BLACKBOARD

You can email your instructor through Blackboard if you have any questions or concerns. In your course:

- Select **Email**
- Select **All Instructor Users**
- Compose your message and select **Submit** when you are finished

TESTS IN BLACKBOARD

As a student, you may be required to take tests or quizzes electronically in Blackboard. To take a test:

- Locate and select the name of the test in your course
- Select **Begin**
- Complete the test and select **Submit** when you are finished

Note: Your Test may require Respondus LockDown Browser. Be sure to read all directions.

SUBMITTING ASSIGNMENTS IN BLACKBOARD

Your instructor may ask you to submit assignments through Blackboard. To do this, you will:

- Locate the assignment in the course and select the assignment name
- Select **Write Submission** to type your work in the space provided or select **Browse My Computer** to locate and attach a file
- Select **Submit** when your are finished

DISCUSSION BOARDS

The Discussion Board is an area that can be used for online participation within any class format. To access:

- On the course menu, select **Discussion Board**
- Select a forum that the Instructor has provided
- Select the **Create Thread** icon
- Fill in the Subject and Message area based on your instructor's requirements
- When finished, scroll to the bottom of the page and select **Submit**

GRADES IN BLACKBOARD

To view grades posted by your Instructor, select the **My Grades** icon on the course menu.

To view feedback, select the name of the assignment and then select your score/grade for the assignment.

Note: Final Grades are posted in Self-Service and will appear several days after the course has ended. The grade in Self-Service is your official grade.

THE BLACKBOARD APP GIVES YOU ACCESS TO COURSE CONTENT, ASSIGNMENTS, GRADES AND MORE.

For more information visit http://www.mc3.edu/bbstudent