

# Student Information Systems

MyMCC, Ellucian, and High School Pathways.

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# MyMCC/Colleague Self-Service

# MyMCC

## Overview

These instructions are to access MyMCC to view your account information including classes, registration, personal information, taxes, and other documents.

## Getting Started

- Go to [MyMCC](#) or the direct link <https://mymcc.mclennan.edu/Student/Account/Login>
- Your login username will be your first initials of your first name and last name, your 7-digit MCC ID number.
- You will use the password you created.

## Resources

- Become a Student- <https://www.mclennan.edu/admissions/become-a-student/>
- Records and Registration- <https://www.mclennan.edu/records/index.html>
- Advising and Career Services- <https://www.mclennan.edu/advising/>

# Ellucian GO Student Mobile app

## Overview

Ellucian GO Student Mobile app is no longer supported as of 6/30/2024, and we are no longer providing access or assistance for this feature.

## Getting Started

Since Ellucian GO is no longer supported, we recommend exploring these links as alternative solutions that may meet your needs. Please check the following resources for more information and to find suitable alternatives:

- [Brightspace](#) to view your current class grades.
- [MyMCC](#) to view course schedules, unofficial transcripts, and holds.
- [Campus Map](#) to view maps.
- [Campus Calendar](#) to view campus events.
- [Social Media](#) @ McLennan Community College.
- [McLennan Bookstore](#).
- [Athletics](#).
- [Student Planning Resource Center](#).
- Other [Student Resources](#).

# MyMCC- Terms and Conditions

## Overview

This article covers accepting the MyMCC Terms and Conditions.

## Getting Started

Please follow the steps below to accept the Terms and Conditions. If the Terms and Conditions are not available and you have recently registered for a course, please sign out of MyMCC, wait fifteen minutes, and then try again.

- Go to <https://mymcc.mclennan.edu/>
- Sign in to MyMCC using your MCC username and current MCC password
- Click on your ID at the top, right of the page.
- Click 'Required Agreements'.
- You will see your Terms & Conditions, click View next to the term you are attending.
- To accept the Terms & Conditions, click Accept.

## Registering for class

Refresh the Student Planning page and then retry registering for the course. It may give a warning to accept the Terms and Conditions but if the course status now shows as 'Registered But Not Started', it recognized they have been accepted and successfully enrolled you in the course.

## Payment

Payment must be arranged before the payment deadline, or the system will drop you from the course after the deadline passes. During 'Last Chance Registration', payment is due immediately after registering.

# MyMCC Blocked by Antivirus Software

## Overview

This article covers allowing your web browser to access MyMCC when being blocked by your antivirus software.

## Getting Started

### Common Error Messages

Common error messages that may appear when <https://mymcc.mclennan.edu> is blocked include:

- Site cannot be reached
- This site can't be reached
- Connection was reset
- The connection was reset

### Adding Exception

Please follow the instructions provided by your antivirus software to add [mymcc.mclennan.edu](https://mymcc.mclennan.edu) and/or <https://mymcc.mclennan.edu> to its exception list.

# MyMCC Troubleshooting

## Overview

This article covers basic troubleshooting accessing MyMCC and resolving errors.

## Getting Started

### Your "Connection is not fully secure" Error in Chrome or Edge

1. Right-click the "Not Secure" message to the left of the URL (or the web address in the top of the browser).
2. Select Site Settings.
3. Set "Insecure Content" to allow.

You can also try:

1. Click the Advanced button on the left bottom of the error box.
2. You should see another link that reads, "Proceed to "MyMCC.mclennan.edu" (unsafe).
3. You may bypass the error by click on the "Proceed to ... (unsafe) link.

### Secure Connection Failed Error in Firefox

Click on "Enable TLS 1.0 and 1.1" or "Accept the Risk and Continue".

### "This site can't be reached" or "Connection was reset" Error

Please check the article [MyMCC Blocked by Antivirus Software](#).

# High School Pathway (HSP) Portal/Dual Credit



# High School Pathways Access and Information

## Overview

This article covers the High School Pathways portal and Dual Credit Information.

## Getting Started

### High School Pathways Portal

The High School Pathways Portal can be accessed at [MCC High School Pathways portal](#).

### Updating Your Non-MCC Email Address for Username Recovery/Password Resets

More information and instructions on updating your personal email address on file with MCC can be found at [High School Pathways Update Non-MCC Email Address](#).

### Retrieving Your MCC Username

If you are unable to create a new High School Pathways account because it states an account already exists, use the "Forgot Username" link on the Student login page to recover your MCC username/ID or click [here](#) to get started. If you do not receive the email with your username, please use the "Alternate MCC Username Recovery System" found at [Forgot MCC ID and Username](#).

### Updating Your High School Pathways Portal Password

More information and instructions to change your High School Portal password can be found at [High School Pathways Forgot Password](#). Information on services accessible using your High School Pathways portal password can be found [here](#).

## Dual Credit Information

More information about Dual Credit can be found at [High School Pathways](#).

# High School Pathways Forgot Password

## Overview

This article covers how to reset your password for High School Pathways.

## Getting Started

### Reset your password for High School Pathways

- To reset your High School Pathways gateway password, go to <https://gateway.mclennan.edu>.
- Select 'Forgot Password'.
  - If you do not receive a password reset email or do not remember the email used to create your High School Pathways account, please follow the instructions to [change your non-MCC email address](#).
- Once you receive the email from the system with a temporary password, please click the 'Student' login button the High School Pathways page and sign in using your MCC username and temporary password.
  - The temporary password is letters and numbers only, it does not include the space before or the period afterwards.
- Once signed in, there will be a 'Change My Password' button to update your password to one of your choosing. Please use only letters and numbers in your new password.

### Reset your password for McLennan Community College

Once you have enrolled in the dual credit program and registered for class(es), you must reset your [MCC password](#).

This process will reset your password across all of our systems so you will be able to sign in to Brightspace, MCC student email, MyMCC, and the High School Pathways portal using the updated MCC password. The password created only for the High School Pathways portal will not work for other MCC systems.

# High School Pathways Update Non-MCC Email Address

## Overview

This article covers updating your personal email address needed to reset your password. These instructions will only work for Dual Credit students.

## Getting Started

- Go to [High School Pathways](#).
- Select 'Forgot Password'.
- Select 'Update Email' in the yellow section.
- Fill out the required information.
- Enter your SSN (Social Security Number). You will not need to enter your Driver License or State ID.
- Select Submit.
- A temporary password will be emailed to your new non-MCC email address.
- Once you sign into the High School Pathways portal, you will see a 'Change My Password' button to update your password to one of your choosing. Please use only letters and numbers in your new password.

# Account Already Exists Error When Signing Up for High School Pathways Portal

## Overview

If you're signing up for the Dual Credit Portal but receive an error stating that your account already exists, you'll need to retrieve your User ID before proceeding. Follow the steps below to recover your ID and log in successfully.

## Getting Started

### Retrieve Your User ID

- Go to [High School Pathways](#).
- Click the person icon at the top right of the page.
- Select Forgot Username?
- Enter your personal email address used when your High School Pathways account was created.
- Select Submit.
- Select I don't have this information.
- Enter your last name and Social Security Number (SSN).
- Select Submit.
- Your User ID will be displayed on the screen.

### Retrieve Your User ID via SSN (Social Security Number)

If you do not receive an email following the steps in the Retrieve Your User ID Section, or do not know what email was used, please retrieve your ID via SSN.

- Go to [High School Pathways](#).
- Click the person icon at the top right of the page.
- Select Forgot Username?
- Select I don't have this information.
- Enter your last name and Social Security Number (SSN).
- Select Submit.
- Your User ID will be displayed on the screen.

## Reset Your Password

- Return to the [Dual Credit Portal](#).
- Select Forgot Password.
- Enter your User ID (initials and ID number) and select Submit.
- You will be emailed a temporary password to the email you have on file.

## Log Into the Dual Credit Portal

- Return to the [Dual Credit Portal](#).
- Log in using your username (initials + ID number).
- Enter the password that was emailed to you.
- Click Sign In to access your account.
- Select Change My Password and change your password to a custom password.

# Does my High School Pathways portal password work for other MCC services?

## Overview

This article outlines the services accessible using your High School Pathways portal password.

## Getting Started

### High School Pathways Portal

Your High School Pathways portal password will only work for the High School Pathways portal and MyMCC.

### Other McLennan Community College Services

- To log in to MCC services, such as your student email, Brightspace, and more, you must change your password using the [SSO Password Reset System](#) before your classes begin. This will prevent issues with signing into your student email or Brightspace.
- You will be able to use the SSO Password Reset System once you are accepted to MCC and your student account has been created. You will then receive an IT Welcome email to your personal email on file, which will prompt you to reset your password.
- After resetting your password through the SSO Password Reset System, you will use the new password to access all MCC services, including the High School Pathways portal and MyMCC.

### Unable to reset your password using the SSO Password Reset System?

If you get an error asking you to contact the Help Desk when entering your MCC ID number, it indicates your account has not been created yet. Please retry once you have received the IT Welcome email to your personal email address on file. Once you have been accepted to MCC and your account has been created, you will be able to use the SSO Password Reset System.

# Transcripts

# Unofficial Transcript

## Overview

This article covers accessing your unofficial transcript from MyMCC for current and former students.

## Getting Started

1. Go to [MyMCC](#) and log in.
2. Select Academics from the grey bar and then Unofficial Transcript.
3. Select your transcript type and the transcript will begin downloading to your computer.

## Accessing MyMCC for Former Students

If you are a former student and need to retrieve your ID and reset your password.

- Retrieve your ID instructions at [Forgot MCC ID and Username](#).
- Reset my password at [Forgot Password](#).

## Need Official Transcript?

You may request an official transcript for yourself and will not need an ID or password. You can find information about requesting your official transcript at [Official Transcript](#) and have one emailed to yourself.

## Resources

More information about unofficial transcripts and support can be found at [Transcript Requests](#)



# Official Transcript

## Overview

This article covers requesting your official transcript.

## Getting Started

1. Go to [Transcript Requests](#).
2. Select Official Transcript Request (Credit & Continuing Education)
3. Select the Parchment storefront link or go directly there at [Parchment](#).
4. Follow the steps at the Parchment website to send your official transcript to another college, or have it emailed to yourself.

## Hold on your account?

1. Go to [Transcript Requests](#).
2. Select Official Transcript Request (Credit & Continuing Education)
3. Select the YouTube link on how to check for holds.

## Troubleshooting

Official Transcript is blank- [Official Transcript is Blank](#)

# Official Transcript is Blank

## Overview

This article covers steps on what to do if your Official Transcript is blank.

## Getting Started

The most common issue when your Official Transcript is blank is that CE was selected as the student type when requesting your transcript.

- Request your transcript again.
- When asked for the student type, do not select CE and select another option.

## Contact Support

If you continue to have issues with your Official Transcript being blank, please contact Student Records. Contact information can be found at [Student Records](#).