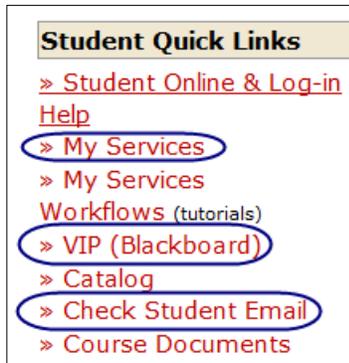
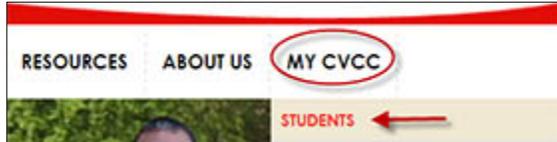


# CVCC Student Online Services Help Checklist

Access to student online services is located on the [MyCVCC/Student page](#) accessed from the Catawba Valley Community College website ([www.cvcc.edu](http://www.cvcc.edu)). Currently each of these three services requires an independent login.



1. **Student Email** - Your personal student email account that CVCC faculty and staff use to contact you with information about registration, important CVCC news, etc.
2. **VIP/Blackboard** - Your connection to online and seated course work, announcements, etc.
3. **My Services** - Offers many features including...
  - Your source for viewing and printing your class schedule, a personal copy of your transcript, and final grades, etc.
  - Where you can register for classes online
  - Pay tuition online

## Student Email Log-in Help:

CVCC uses Microsoft Office 365 for its student email service. When you click on "Check Student Email" it will take you to your Office 365 account.

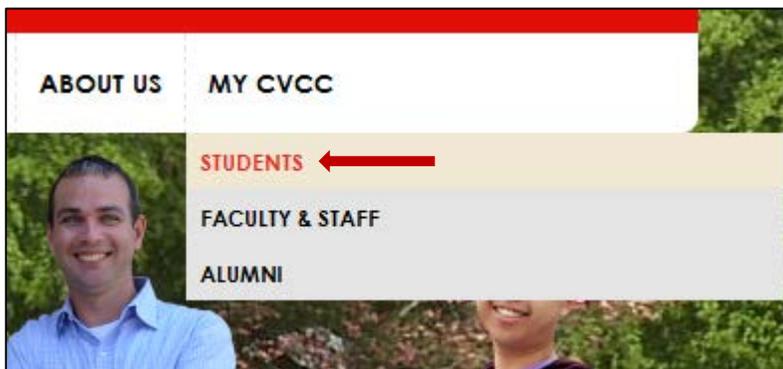
Your student email address is: your first initial, last name and the last 3 digits of your Colleague ID (Student ID) @students.cvcc.edu. DO NOT USE SPACES.

**Example:** Jane Doe with a Colleague ID (Student ID) of 0012345 would be jdoe345@students.cvcc.edu

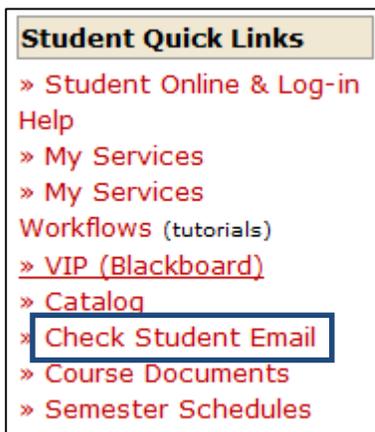
Your password is cvcc- and the last 4 digits of your Social Security number.

**Example:** If your Social Security number is 123-45-6789, your password is cvcc-6789

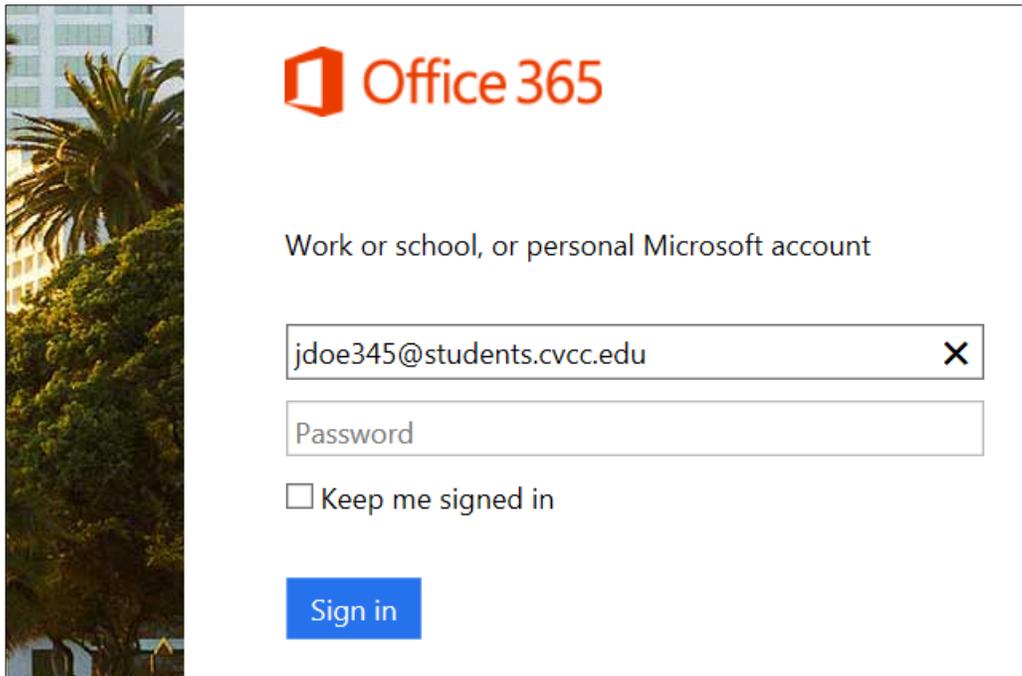
1. Go to [www.cvcc.edu](http://www.cvcc.edu)
2. Click on the MyCVCC link in the top right side of the page and select Students.



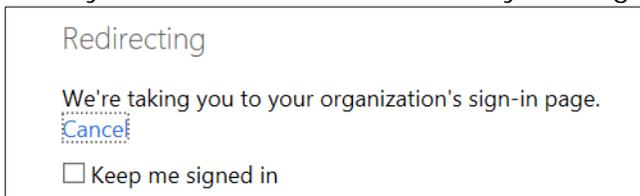
3. In the Student Quick Links list, click on Check Student Email.



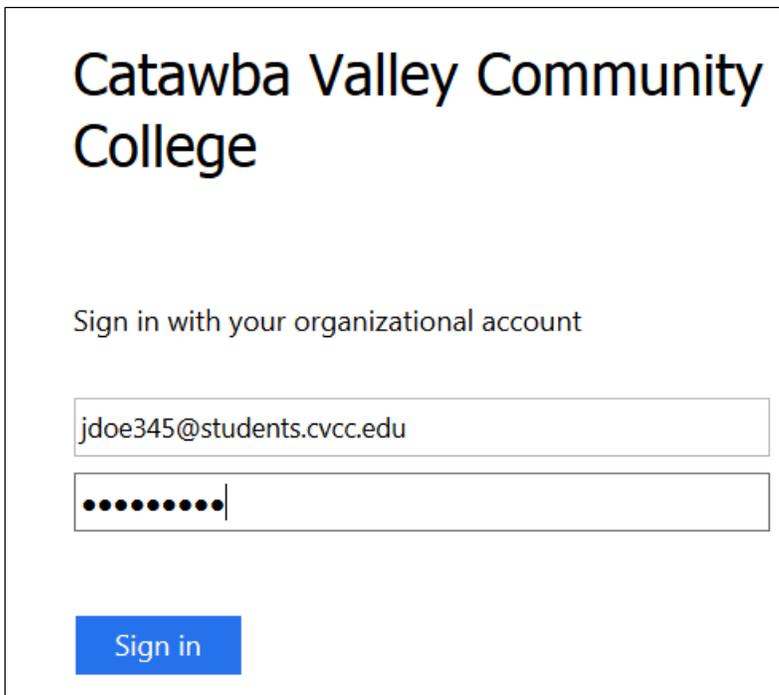
4. You are now on the Office365 login page, and you need to enter your entire student email address in the first box.



5. When you click on the Password box, you will get a message “redirecting”...



The Catawba Valley Community College page will come up and you will enter your password and click on Sign In.



## VIP Blackboard Log-in Help:

**NOTE:** Use Mozilla Firefox or Chrome as the browser when accessing Blackboard; **do not use** Internet Explorer or Safari.

Instructions for what to enter for your username and password are located below the username and password login boxes.

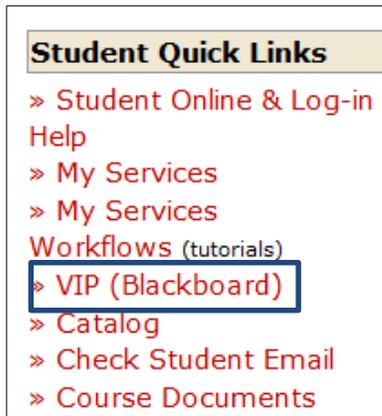
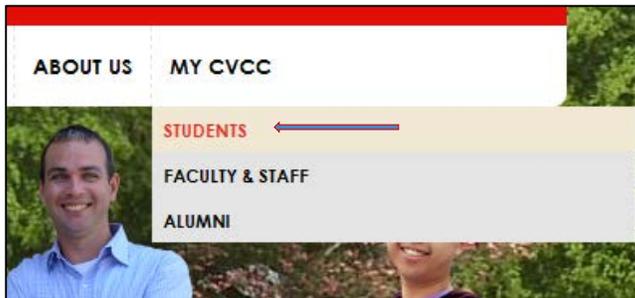
Your username is your first initial, last name and the last three digits of your Colleague ID (Student ID). DO NOT USE SPACES.

**Example:** Jane Doe with a Colleague ID of 0012345 would be jdoe345.

Your initial password is cvcc- and the last 4 digits of your Social Security number (no spaces).

**Example:** If your Social Security number is 123-45-6789, your password is cvcc-6789.

1. Go to [www.cvcc.edu](http://www.cvcc.edu)
2. Click the "MyCVCC" tab at the top of the page and then click on "Students".
3. Click on "VIP Blackboard" or you may simply go to [cvcc.blackboard.com](http://cvcc.blackboard.com)



If access is denied, call the CVCC Blackboard Help Desk, 828-327-7000, ext. 4444, Monday through Friday from 7:30am to 4:30pm. During nights, weekends and holidays, contact 1-866-832-9253.

## My Services Login Help:

Instructions for what to enter for your userid and password are located above the userid and password login boxes.

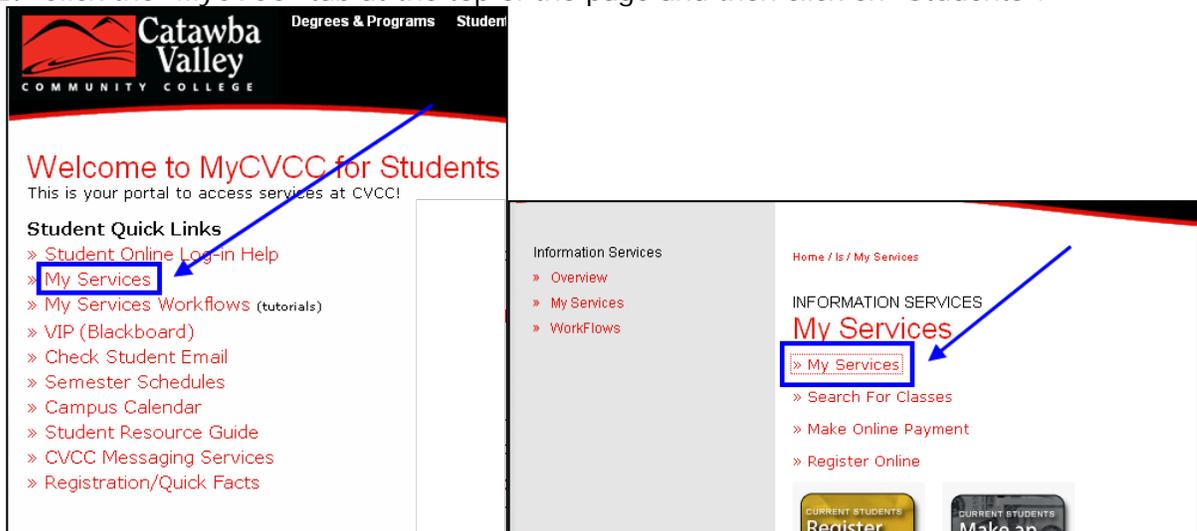
Your userid is your first initial, last name and the last three digits of your Colleague ID (Student ID). DO NOT USE SPACES.

**Example:** Jane Doe with a Colleague ID of 0012345 would be jdoe345.

Your initial password is cvcc- and the last 4 digits of your Social Security number (no spaces).

**Example:** If your Social Security number is 123-45-6789, your password is cvcc-6789.

1. Go to [www.cvcc.edu](http://www.cvcc.edu)
2. Click the "MyCVCC" tab at the top of the page and then click on "Students".



3. Click on the "LOG IN" tab and enter your userid and password.



User ID	<input type="text" value="jdoe345"/>
Password	<input type="password" value="*****"/>
Hint	<input type="checkbox"/>

Click on the Student Menu option

Select the link you want to view.

**NOTE:** If you are having trouble logging in and receive the following message, "You entered an invalid username or password.", please make sure you are using the LAST three digits of your student ID# in your user id and your password includes the "cvcc-" with the LAST four digits of your social security number).

\*\*\*\*\*

Should you have problems with any of these services, please send an email from a working email address to [viphelp@cvcc.edu](mailto:viphelp@cvcc.edu). Please include your first name, your last name, and your CVCC student ID number or call 828-327-7000, ext. 4444 for assistance. Give your information slowly and clearly and leave your area code with your phone number.

The Help Desk is located in the Library on the 2nd floor of the Cuyler A. Dunbar (CAD) Building.

**For additional online service login help, contact the CVCC Help Desk 828-327-7000 ext. 4444.**