

Keep this handy—especially your first week!

IT Help Desk 419-755-4734

helpdesk@ncstatecollege.edu

North Central State College

2441 Kenwood Circle, Mansfield, OH 44906

Need Help?

Contact us!

We're here for you.



IT Help Desk

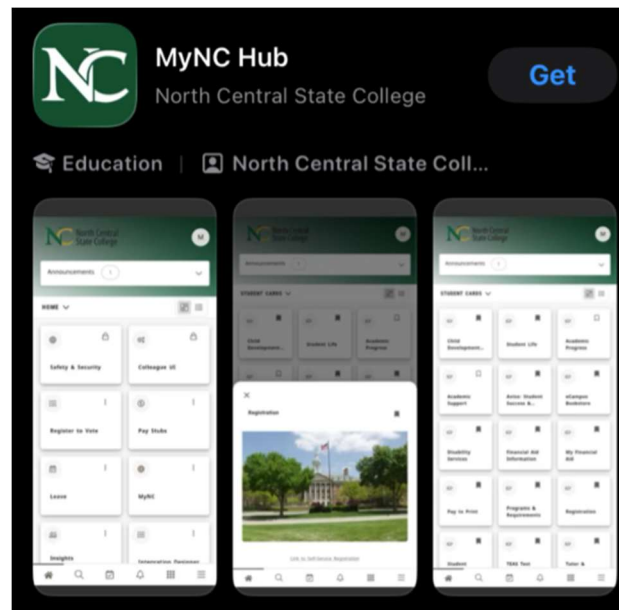
Phone	419-755-4734
Email	helpdesk@ncstatecollege.edu
Location	Fallerius Upstairs

Common Fixes

- **Can't log in?** → Call or email us. We can reset your password and help troubleshoot issues.
- **Duo MFA issue?** → Contact the Help Desk to get enrollment corrected.
- **Course missing in Canvas?** → Contact your **advisor** for assistance.
- **Wi-Fi won't connect?** → "Forget" the network on your device and reconnect.
- **Dual-enrollment students:** This guide covers the college side only. Your high school may have separate requirements.

NC State College Computer & Network Policy

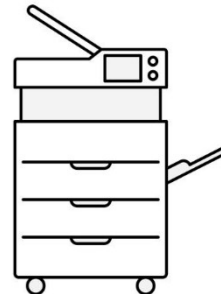
When connecting to the Internet at NC State College, whether through a wired or wireless source, you are agreeing to abide by the NC State College *Computer & Network Use Policy* which prohibits abusive or illegal activity while using the Internet. Personal devices connecting to the college's wireless network are subject to the same filtering that is enforced for all student and staff devices while on our network. See our website for a list of and descriptions for all policies.



NOTE *MyNC Hub is also an app now!*

Printing

- In MyNC Hub, follow the **Mobility Printing** link and follow the instructions to set up printing from your device.
- Printers are available on campus. Ask us!



Students' Access
to Success



STUDENT RESOURCES

1 Your Student Account

Email Address / Username

Your college email is your username for all systems. It's built from your name and birthday:

Formula:

First 5 letters of last name + first name initial + middle name initial + **2-digit birth month** + **2-digit birth day** @mail.ncstatecollege.edu

Example — Jane Marie Smith, born March 15:
SmithJM0315@mail.ncstatecollege.edu

Initial Password

Formula:

NCSC + **first 2 of first name (CAPS)** + last 4 of SSN + **first 2 of last name (lower)**

Example — Jane Smith, SSN ends 7890:
NCSCJA7890sm

TIP

Use a password you'll remember and don't use anywhere else. **Consider changing your initial password as soon as you're able.**

Multi-Factor Authentication (Duo)

The college uses **Duo Security** to protect your account. The first time you sign in, you'll be prompted to enroll your phone.

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Complete the first logon on a laptop or desktop!! Follow the enrollment steps carefully and completely! If the process is interrupted or done incorrectly, you will need to contact the Help Desk before you can log in.

- **Have your phone ready** before you begin.
- **Download Duo Mobile** from the App Store or Google Play ahead of time if you can.

2 MyNC Hub — Your All-in-One Portal

MyNC Hub is your one-stop destination for everything at NCSC — email, classes, grades, schedule, financial aid, and more.

How to Get There

- 1 Go to ncstatecollege.edu
- 2 Click the **menu icon** at the top of the page
- 3 Select **MyNC Hub** from the list
- 4 Select **Student**
- 5 Enter your **NCSC email and password**

What's Inside

- **Email (Outlook):** Your college inbox. Instructors and the college contact you here — check it regularly.
- **Canvas:** Course materials, assignments, grades, and messaging.
- **MyNC:** Registration, financial aid, billing, and transcripts.
- **Microsoft 365:** Word, Excel, PowerPoint, Teams, and 1 TB of OneDrive — free.

TIP

Bookmark ncstatecollege.edu — MyNC Hub is just a few taps from the main page.

Notes:

3 Day One Checklist

NOTE

Class and registration info may take a little time to appear. **Don't worry if things look empty at first.** If you're concerned, contact your **advisor** for help.

- Complete Duo MFA enrollment** — follow every step carefully when you first sign in.
- Log into MyNC Hub** and confirm you can see your courses and email.
- Change your initial password** at passwordreset.microsoftonline.com
- Check your schedule in MyNC** so nothing is a surprise on day one.
- Set up Mobility Printing** via the link in MyNC Hub.

Campus Wi-Fi

Network	NCSC_Main_Guest
Password	NorthCentral

Password Reset

Reset anytime at: passwordreset.microsoftonline.com

Notes: