



Technical Help

We are here to assist Saddleback students with accessing their college-related accounts, which may include Canvas, MySite, student email, wireless on-campus access, on-campus computers and printers/copiers, and more. Student Technical Support is available in-person and online.

Important Information to Remember

[+ Expand All](#) [- Collapse All](#)

- Student ID number

Admission & Records (A&R) will assign you a student ID number within 24 hrs. of applying for admission. Contact A&R at (949) 582-4555 if you do not receive this email.

Current students, to protect your privacy, you must visit the A&R Office (SSC102) and provide photo identification to retrieve your assigned student number.

Former students can visit the A&R Office or re-apply for admission.

[Back to Top](#) [^](#)

- PIN (4 digit number)

Your PIN is a 4 digit number you create during the application process in OpenCCC. If you have forgotten your PIN follow the instructions under How do I reset/change my PIN?

[Back to Top](#) [^](#)

- Username

our username is assigned to you after you apply for admission. It is a combination of your first initial and last name followed by numbers. It is the first portion of your student email address prior to the @ symbol.

Example: **jsmith0**

Please follow these directions to locate your username:

1. Login to MySite using your Student ID number and PIN (4 digit number)
2. Click on the Profile Icon (top right corner)

[Back to Top](#) [^](#)

- Default Password

Your default password is assigned to you after you apply for admission. It is your PIN plus two zeros. Example: 5678+00 = 567800

This default password needs to be reset to a more secure letter number combination. See How do I reset/change my Password?

[Back to Top](#) [^](#)

- Student Email

A student email address is created for you when you apply for admission.

Please follow these directions to locate your student email address:

1. Login to MySite using your Student ID number and PIN (4 digit number)
2. Click on the Profile Icon (top right corner)

[Back to Top](#) [^](#)

- Printing

Greyscale - .10 (single sided)/ .16 (double sided)

Color - .59 (single sided)/ \$1.00 (double sided)

Step 1: Papercut/FindMe Printer

- Log-in to a lab computer
 - Printing will not work from personal device
- Pull up document

- Print to the "FindMe-Sadd" printer

Step 2: Pay Station (second floor of the LRC)

- Log-in on the pay station touch screen pedestal
- Same username/password as Canvas log-in
 - No @saddleback.edu needed
- The coin/bill pedestal will accept funds up to \$20
- **No change is provided**

Step 3: Release Print Job

- Log-in on the printer touch screen
- Click on document to release
- Press start

[Back to Top](#) ^

— How do I change my PIN?

1. Click on the Forgot my PIN link on the MySite login window
2. Enter your student ID number as the username
3. Provide the answer to your secret question
4. Create a new PIN (4 digit number)
5. Confirm your PIN
6. Click on the Change PIN button (do not press the ENTER key)

Once you see the message "Your PIN number has been successfully updated. Return to MySite." You can return to the MySite login window by clicking on the Return link provided.

If you know your PIN but just want to change it follow the steps below:

1. Login to MySite using your student ID and PIN
2. Click on the Profile Icon (top right).
3. Click on the Change PIN/Password link
4. Click on the Change PIN link
5. Enter your current PIN
6. Create a new PIN
7. Confirm your new PIN
8. Click on the Change PIN button

[Back to Top](#) ^

— How do I reset/change my password?

1. Login to MySite with your student ID number and 4 digit PIN.
2. Click on your profile icon.
3. Click on the Change PIN/Password link.
4. Click on Change Password.
5. Click [I Have Forgotten My Password](#).
6. Enter your student email address and click on Proceed.

You will be given one or two options for sending you a verification code.

- Selecting mobile phone requires you to enter the last 4 digits of the mobile number listed. Then a verification code will be texted to that number.
 - Selecting email will automatically send a verification code to the personal email listed on the account.
7. Enter the verification code provided.
 8. Create a new password (Must be between 8 and 16 characters, a mix of letters and numbers, must contain one uppercase letter, and one special character.)
 9. Confirm your new password.
 10. Click the Change Password button.

Once you have successfully reset your password, you should be able to access all of your accounts which include Canvas, MySite, student email, wireless access, computers and printers/copiers on campus.

[Back to Top](#) ^

Chromebook Loaners

Current students may come to the Library during open hours and check out a Chromebook at any time. No reservation is needed, but a picture ID and their student ID number is required. If you need assistance with Chromebook software access, please call (949) 582-4600.

More Technical Support

[Canvas Student Support →](#)

Get help with Canvas.

[MySite Student Support →](#)

Get your MySite questions answered.

[Student Email Support →](#)

Need help with your Saddleback email account? We're here to help!

[Student Wireless Support →](#)

Get help accessing the wireless network on campus.

[Student Computer/Printing Support →](#)

Get help printing documents from a campus computer.

Contact

Student Technical Support is available in-person and online.

Student Technical Support

scstudenttechsupport@sad...

(949) 582-4363

LRC 205, 220, and 305

Zoom meetings available upon request.

24/7 Canvas Support:

1(844) 303-0343

Office Hours:

Mon - Thurs:

8:00am - 7:00pm

Friday:

8:00am - 2:00pm