



Student Help Desk

[HOME](#) / [STUDENT SERVICES](#) / [STUDENT HELP DESK](#)

Select Language ▼

CONTACT, HOURS & APPOINTMENTS

View Other Student Services ▼

IN THIS SECTION

THE STUDENT HELP DESK WILL BE CLOSED ON 9/5/2022 IN OBSERVANCE OF LABOR DAY

On January 5th, 2022, MiraCosta College launched the new **OKTA Multi-Factor Authentication (MFA/2FA)** security layer. The MFA/2FA provides additional protection to secure our student's accounts. Please follow these steps to [Set up your Multi-Factor Authentication \(MFA\)](#). If you need further assistance, you may contact the [Student Help Desk](#).

The MiraCosta College's Student Help Desk facilitates our students with the following services:

- Provide first contact technical support to our students who are experiencing issues with our campus online portals such as [SURE](#), [Canvas](#), [Secure File Transfer Protocol \(SFTP\) Servers](#), [Virtual Machine/Desktop \(VMware\)](#), [Wi-Fi](#), etc.
- Respond or redirect our students' requests regarding District Programs, policies, procedures and regulations.
- Provide basic administrative guidance and procedures to [register](#); [matriculate](#); [search](#), [add](#), [drop](#), [and pay for classes](#); [view books](#); [purchase parking permits](#); [view grades](#); [order transcripts](#); etc.
- Troubleshooting logging complications such as onboarding and unlocking accounts, [passwords reset](#), [Office 365 and email](#), etc.
- Provide "How to" tutorials to support our online portals.
- Route requests to respective departments for specific support.

- Facilitate our students' requests via phone calls, emails, and live chat room.

CHAT LIVE WITH A STUDENT HELPDESK TECHNICIAN

Campus Locations



COMMUNITY LEARNING CENTER



SAN ELIJO



OCEANSIDE



TECHNOLOGY CAREER INSTITUTE



760.757.2121

888.201.8480

Contact MiraCosta College

Popular Resources

Academic Calendars

Apply Now

Bookstore

College Police

Diversity, Equity & Inclusion

Employee Directory

Maps and Parking

Register for Classes

SURF: Student Portal

Compliance

Accessibility

Accreditation

Bias Incident Report

Board & Administrative Policies

Explore

Athletics

Class Schedule

Degrees and Certificates

Events

Employment

Financial Aid and Scholarships

LGBTQIA+

Measure MM

Student Help Desk

Administrative

Cashiering

Donors

Facilities

Fiscal Services