



Technology Support Services

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MiraCosta Employee Help Desk

- Monday - Friday: 7:30am to 4:30pm
- Saturday/Sunday: Closed
- If you reach us outside our operating hours, please submit a [Help Desk request](#) and we will get back to you the next business day.

Online Client Support Team Hours

- Monday - Friday 8:00am to 4:30pm
- Saturday/Sunday: Closed.
- If you reach us outside our operating hours, please submit a [Help Desk request](#) and we will get back to you the next business day.

Before Accessing The Online Client Support Team

Please make sure your computer and browser is setup to allow the technicians to provide you the best support. This is a new process of providing technical support help; please bear with us as we all learn a new platform for providing support.

Accessing And Asking A Question

Please read all steps below before entering chat.

- We have had the best results with using Chrome, if you are using a different browser we will help you as best we can
- Run the [pre-check for Cranium Café](#) (link above)
- Click [Enter Client Support Team Chat](#) below
- Login with your MiraCosta account (your login and password – normally this is the password you use for MCC email)
- Click **Ask for Support!** button next to a technician's name to enter chat
- Click Agree.
- You will then be chatting with a technician who will help you with your question

[ENTER ONLINE CLIENT SUPPORT TEAM CHAT](#)

Tools

Screen Share and Audio in Cranium Café: Please watch the video below on how to share your screen and audio using Chrome. [Screen share and audio in Cranium Video](#).

Campus Locations



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[OCEANSIDE](#)



[SAN ELIJO](#)



[TECHNOLOGY CAREER INSTITUTE](#)



[760.757.2121](#)

[888.201.8480](#)

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