MiraCosta COLLEGE

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Student Help Desk

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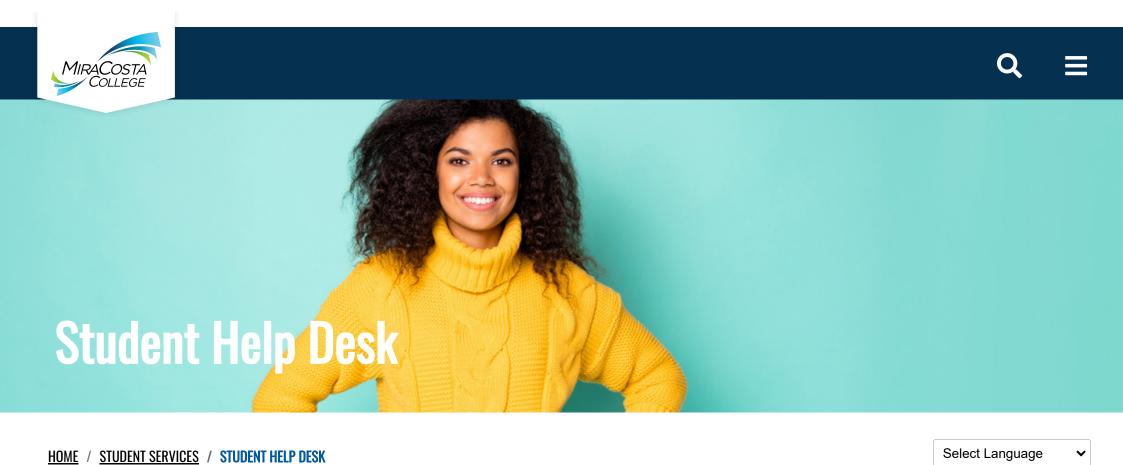Select Language ▼

CONTACT, HOURS & APPOINTMENTS

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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 SURF, 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