

Helpful Tips

Assistance

If you are **unable to log into Self-Service**

- Call Student Services
828.652.0622
OR
828.659.0444
- Contact your Advisor
- Ask for assistance in the ARC Lab

Assistance

Password Reset

Student Password Reset / Issues Self Service

- **Reset password link is available on Self-Serve**
- To maintain security protocol when resetting password please be prepared to provide identifying information:
 - Full Name
 - MTCC Student ID Number (**do not share this account information**)
 - Date of birth or Physical Address



Self-Service

A Portal for Student Information

Self-Service is the system
MTCC utilizes to allow you to view:

- Register for Classes
- Class Schedule
- Academic Attendance
- Grades
- Semester Invoice
- Financial Aid Information
- Unofficial Transcript
- Degree Audit
- User Profile



54 College Drive
Marion, NC 28752
www.mcdowelltech.edu
828.652.6021

Log-In to Self-Service

1. Launch your web browser (ex. Firefox, Chrome, or Safari).
2. Type: www.mcdowelltech.edu
This is McDowell Technical Community College Web Page
3. Click **Self-Service**
4. **Type in User ID**
First Letter of First Name
First Letter of Middle Name
Last Name
Last 2 digits of student ID number (found on acceptance letter)
5. Click in **Password box**:
Type 0+student ID (adding preceding 0s, has to be 8 digits)

If you are logging in for the first time you will be prompted to change your initial password

To Register for classes: Make an appointment with your onboarding / program advisor.

You will NOT be able to register online without advisor approval

6. Click **Student Planning**
7. Click **Go to Plan & Schedule**
8. Click **Schedule**
9. Search for available sections of approved courses
10. Add section
11. Click **Register**
 - You may only register for approved courses
 - Contact Advisor to request approval

New Student Mandatory Orientation

See "Dates to Remember" for days and times each semester.

Watermark

Log into **Watermark** and connect with your success coach or advisor for support when you need it, this software is utilized by students and staff to promote student success.

To utilize:

1. Go to McDowell Tech's web page
2. Click the **Watermark** Link at the top of the site
3. Use your Gmail Credentials to log in

AND/OR

Download:

Watermark Student App on your phone or tablet to make appointments with your academic advisor, counselor, or schedule a meeting with the success team all in one place!



Instructor Contact

1. Click McDowell Tech home page
2. Click **About** link
3. Click **Staff Directory**

To Pay for Classes

Arrangement for payment through one of the options below before the first day of the semester or you will be deregistered from your classes

- **Cash Payments**
 1. Pay in the business office
- **Pay in full with debit/credit cards**
 1. Log-in to Self-Service
 2. Click **Student Finance**
 3. Click **Make a Payment**
 4. Follow the prompts
- **Payment Plan set up**
 1. Log in to Self-Service
 2. Click **Student Finance**
 3. Click **Student Finance** again (top)
 4. Click **Payment Plan**
 5. Proceed to Processor
 6. Follow the prompts
- **Check your Financial Aid Status**
 1. Log in to Self-Service
 2. Click **Financial Aid**
 3. View your **Checklist** for needed action
 4. Click **Financial Aid** (top)
 5. Select **Award Letter** to view
- **Third Party Payments**

WIOA, Apprenticeships or Employers

 1. Contact the Business office
828.652.0696