



Information Technology

IT Help Desk

The Mt. SAC IT Help Desk is your primary contact to request assistance with all of your technology needs. We are ready to handle a wide range of calls related to hardware (PCs, Macs, printers), software (Microsoft Office, Adobe), and specialized applications used at Mt. SAC (Banner, Canvas, Argos, OnBase).

You can contact the IT Help Desk via our self-service portal (<https://helpdesk.mtsac.edu>), via email to helpdesk@mtsac.edu, and by phone at extension 4357 (HELP) from an on-campus phone or (909) 274-4357 (HELP) when calling from off campus. For urgent issues, please call the IT Help Desk.

The Help Desk is also your primary contact to follow up on open issues (please have your ticket number available), to schedule installations or moves, or request access to additional Mt. SAC IT services.

IT Help Desk Support Hours

- Phone support hours: Monday - Thursday: 7:30 a.m. to 10:00 p.m., Friday 7:30 a.m. to 7:00 p.m. at (909) 274-4357

Password Reset

Forgot your password? You can reset it via personal email. Go to the login page at <https://inside.mtsac.edu> and click on "Forgot Password". Input only your Mt. SAC Portal username (e.g. **jmoutie19**), NOT your email address (e.g. jmoutie19@student.mtsac.edu) and click "Submit" to "Recover with Mail." Please check your personal (non-Mt. SAC) email account for password reset instructions.