



PENNSYLVANIA  
HIGHLANDS  
COMMUNITY COLLEGE



### Account Activation

Activate your account by using the two-step process outlined on myPEAK: [my.pennhighlands.edu](http://my.pennhighlands.edu) then clicking on the IT Services link. The Account Activation option is on the main page.



### What computer apps do I need?

We recommend downloading **Office 365** (Word, Excel, PowerPoint, Outlook, OneNote, OneDrive, etc.) from [office.com](http://office.com). Sign in with your Penn Highlands email and password then click "Install apps" on the top right corner of the webpage. Web versions of common Office 365 Apps are also available from this site. **Zoom** is also recommended. Under the Zoom after clicking on SSO, enter *pennhighlands* for company domain, then full College email address and password.



### What phone apps do I need?

You will need the **Microsoft Authenticator** app to login to your account. We also recommend the **Pulse** (Brightspace) app, **myPEAK Mobile** app, and **Microsoft Outlook** app to access email.

## Technology Reference Guide



### What computer do I need?

Your best option is a Windows computer with Windows 10/11. The minimum recommended specs are 8GB of RAM, 256 GB Hard Drive, webcam, microphone and speakers. Devices such as Chromebooks, iPads, Surfaces, and other tablets may not meet the necessary requirements for Penn Highlands degree programs. Chromebooks do have issues with Lockdown browser and should be avoided in our environment.



### Username & Password issues

Retrieve your username using our **myUsername Tool** found on the myPEAK homepage: [my.pennhighlands.edu/](http://my.pennhighlands.edu/).

Use Office 365's Self-service Password Tool to change your password or unlock your account [passwordreset.microsoftonline.com](http://passwordreset.microsoftonline.com).



### Multi-factor Authentication

You can login at [aka.ms/mysecurityinfo](http://aka.ms/mysecurityinfo) with your college email address and password to update your authentication options.



### College Email

Check your College Email account often at [outlook.office.com](http://outlook.office.com) or install the Outlook App.

**Penn Highlands Help Desk**  
814-262-6470  
[helpdesk@pennhighlands.edu](mailto:helpdesk@pennhighlands.edu)



### Access Brightspace

You can access your course materials, homework, assessments, exams, & grades at [learn.pennhighlands.edu](http://learn.pennhighlands.edu).



### Wifi

While on-site, select **myPHCC** from the available WiFi settings and use your username and password to gain access.



### Printing

You can print from any device while on College WiFi at [print.pennhighlands.edu](http://print.pennhighlands.edu). You can also print in classrooms, computer labs, and the library.



### Library Resources

Library reference material and databases are available from anywhere at [pennhighlandslibrary.org/databases/](http://pennhighlandslibrary.org/databases/). You can access online library resources using the same username and password you use for myPEAK.



### Text Alerts

**PeakTXT** is a service that notifies you if the college has any emergencies or closings. You can sign up at [pennhighlands.edu](http://pennhighlands.edu) > Student Life > PEAKtxt webpage.



### Student ID

Student IDs are electronic and accessible in the myPEAK mobile application. Once you login to the application, click on the menu option and click on myID.



## BEWARE OF HACKERS

We will never ask for your password or 6-digit authentication code via phone, email or text message.