These instructions are specifically for MCG employees who do not routinely use a computer in their day-to-day job activities. It is divided into two sections:

- Section A – Getting Your User Name and Password the First Time
- Section B – Logging In to MCG SoftServ

What is MCG SoftServ?
MCG SoftServ is a feature in the PeopleSoft Human Resources Management System (HRMS) that allows employees to use a computer to view and update certain personal and payroll information using the PeopleSoft system. You will also use MCG SoftServ to apply for open positions on campus.

Section A – Getting Your User Name and Password the First Time

You will only need to complete the steps in this section the first time you login. The purpose of this section is to allow you to lookup your assigned user name and to set your password. You will use this user name and password to log in to MCG SoftServ each time you want to check or change your information, print your direct deposit advice, or apply for another on-campus position. Your user name is known as your MCG netID.
1) What is my MCG netID?
The first step is for you to lookup your MCG netID. To do this, (A) locate the icon (symbol) named Internet Explorer on your computer screen, (B) double click on it, (C) type \textit{https://nds.mcg.edu/eGuide/servlet/eGuide} in the address bar and (D) press the Enter key on your keyboard.
2) If you see this message, click “Yes” to continue.
3) Next you should see this screen. Type your last name in the space indicated and then click “Search”.

![Screen Showing Directory Search]

- Click on the search box, enter your last name, then click the search button.
4) Find your name in the list on the left side of the screen. Your MCG netID will be what appears just before @mail.mcg.edu.

5) Once you have located your MCG netID and memorized it, click the X in the upper right corner of your screen to close “MCG eGuide”.

6) What’s my password?
If you have never logged into an MCG system using your MCG netID before, your initial (temporary) password will be the first letter of your last name followed by your nine digit social security number – for example N222334444. You will be required to change this password before you login to MCG SoftServ the first time.
7) How do I change my password?
(A) Locate the icon (symbol) named Internet Explorer on your computer screen, (B) double click on it, (C) type https://mcgnetid.mcg.edu in the address bar and (D) press Enter on your keyboard.

8) Next you will see a screen that looks like this. Type your MCG netID in the box labeled “Username” and type your temporary password in the box labeled “Password” and click “Login”.
9) Next, type in your temporary password in the box labeled “Old password” and type your new password in both the “New password” box and the “Retype password” box. Then click “Submit”. Your new password must contain at least eight characters and include a combination of letters and numbers.
10) If you see this message, simply ignore it and click “Close”.

The Secret Store is currently locked.

The Secret Store allows gadgets, like the Groupwise gadget, to save sensitive information. This information is encrypted by your Portal Password. Your current Portal Password cannot decrypt the information saved in the Secret Store.

To unlock it for this session, only enter your old password. Enter a new and a new password to lock it with a new password. To sync it with the portal, use your current portal password.

Password Invalid

Old Password

New Password

Reenter New Password

Continue

If you can’t remember it...

Delete Secret Store

Close
11) Next you will see this screen. Click the X in the upper right corner.

**Please Note**

**ALL PASSWORDS EXPIRE EVERY 90 DAYS.** Therefore, you will need to make sure you access the system before the end of 90 days to change your password. Each time you change your password, you must select a new one. A password that you have used before cannot be used again. To change your password, repeat steps 7-11 using your current password.
Section 2 – Logging Into MCG SoftServ

1) You will follow the steps in this section every time you want to access the MCG SoftServ system. (A) Locate the icon (symbol) named Internet Explorer on your computer screen, (B) double click on it, (C) type http://my.mcg.edu in the address bar and (D) press Enter on your keyboard.
2) Next, click on the MCG SoftServ button on the right side of the screen.
3) Finally, you will see this screen. Type your MCG netID in the “User ID” box and your password in the “Password” box and click “Sign In”.

You will have a separate set of instructions that tell you how to use the MCG SoftServ system beyond this point.

**Where can I get help?**

First, contact your supervisor. If he or she is unable to help you, then contact the IT Service Desk. The IT Service Desk is open 7:30 am – 7:30 pm Monday – Friday and can be reached by telephone at 706-721-4000.