

The HCC Opticianry Program assists Students in their admission to HCC and enrollment into the HCC Opticianry Program. However, we are not authorized to edit or update a Student's record in regard to any admissions, registration, financial-aid or transcript issues. Students must contact HCC directly through HCC Live Support for the following issues:

- Application Status/ Update/ Edit
- Record and Document Updates/ Edits including:
 - Transcripts – High School and College (Receipt, Evaluation, Status)
 - Registration Holds
 - Change of Name, Address, Degree Code
 - Residency Classification

DO NOT CALL HCC. DO NOT COME TO CAMPUS UNLESS JIM REESE INSTRUCTS YOU TO DO SO.

To contact HCC for any of the above issues: go to www.hccfl.edu

Follow the instructions below:

- 1) **CLICK the HCC Live Information icon. This takes you to the log-in page**

The image shows a screenshot of the Hillsborough Community College (HCC) website homepage. At the top, there is a search bar and navigation links such as 'About HCC Website', 'Web Registration', 'Search Sections', 'HawkNet', 'Online@HCC', 'HCC Directory', 'Site Map', 'Jobs', and 'HCC Live'. Below this is a banner for the 'Child Development Center' with a 'July 18th | Payment Due Date' notice. A 'Quick Links' sidebar on the left lists various services like 'Apply Online', 'Financial Aid', 'Bookstore', 'Catalog', 'Check Your Grades', 'Continuing Education', 'Course Schedule', 'Departments', 'HawkNet', 'HCC Tennis Complex', 'Tuition Installment Plans (IIPS)', 'Transcripts', 'Equity & Diversity Office', 'Social Security Notification', 'Hawks Landing Student Apartments', and 'Commit2Complete'. The main content area features 'NEWS AND EVENTS' with links to 'HCC Leads in Degree Production' and 'FLATE Installs Robotics Camp at SouthShore Campus', 'SPOTLIGHTS' with 'INSIDE @HILLSBOROUGH COMMUNITY COLLEGE' and 'Registration Guide 2011-2012', and 'RESOURCES' with 'Summer Training Matters', 'Professional Development and Continuing Education Summer Catalog', and 'Kids' College at IICC'. A red circle highlights the 'HCC Live INFORMATION' icon in the top right corner, with a red arrow pointing to a callout box that reads: 'CLICK the HCLive Information icon. This takes you to the log-in page'.

Although this support system allows prospective and current Students to request assistance without an account the HCC Opticianry Program requires Students to create an account.

2) From the HCC Live Support Homepage click “Sign In.” This brings you to the My Support page through which you can create an account



CLICK “Sign In.” This brings you to the My Support page

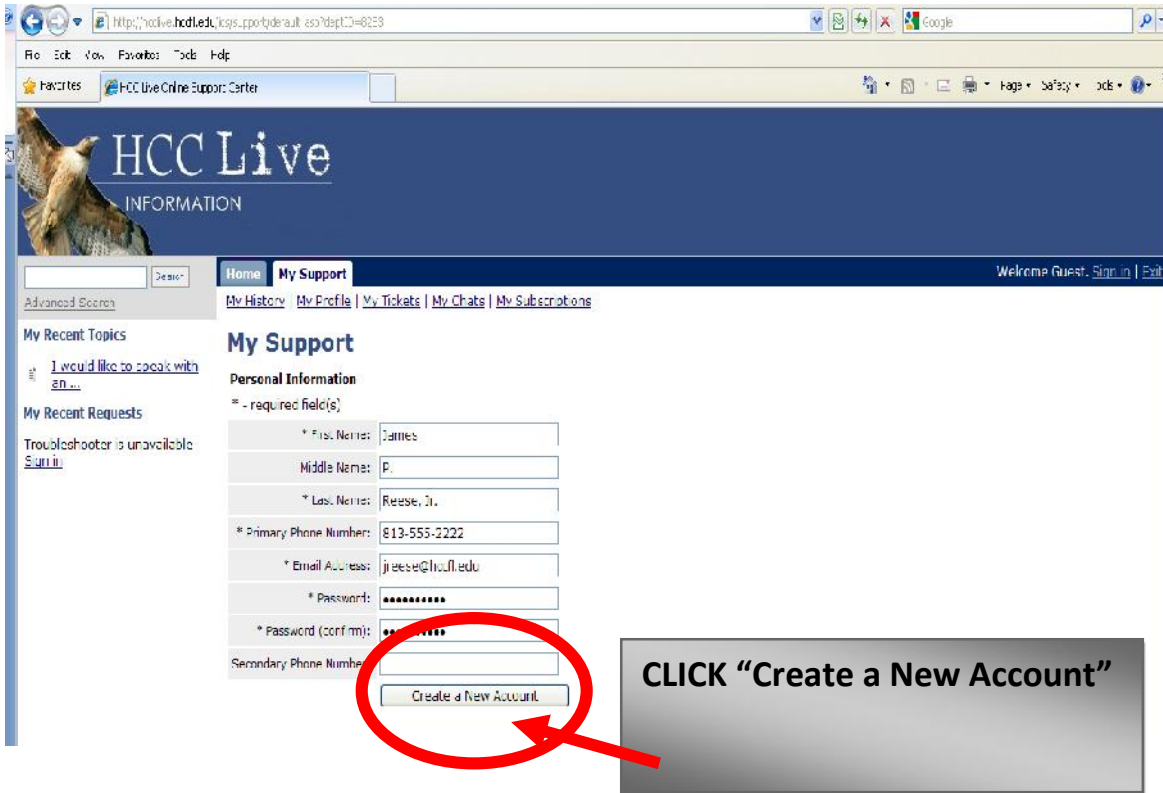
3) If you are currently an HCC Student and have set-up an HCC Live My Support Account: Sign In from here to submit your ticket and monitor the ticket status.

If you are a Prospective Student or an HCC Student that has not created an account: **CLICK Create a New Account**

The image shows a screenshot of the HCC Live My Support website. The header features the HCC Live logo with a hawk and the word 'INFORMATION'. Below the header is a navigation bar with 'Home' and 'My Support' tabs. The 'My Support' section includes links for 'My History', 'My Profile', 'My Tickets', 'My Chats', and 'My Subscriptions'. The main content area is titled 'My Support' and contains a sign-in form. The form has fields for 'Email Address' and 'Password', a checkbox for 'Keep me signed in to this site unless I sign out.', and a 'Sign in' button. Below the sign-in form is a link for 'Forgot your password?'. Underneath, there is a section for 'New to the ?' with the text 'If you are new to the support center and would like to access our support site, you can request a new account below.' A red circle highlights the 'Create a New Account' button, and a red arrow points from a grey callout box to it. The callout box contains the text: 'CLICK Create a New Account. This brings you to the Personal Information area.'

****IMPORTANT** If you have an HCC Hawkmail Email Account: USE YOUR HAWKMAIL ACCOUNT TO CREATE YOUR HCC LIVE SUPPORT ACCOUNT.**

4) Fill in the required information (make note of your password) and **CLICK "Create a New Account"**



5) You can now submit a ticket and view any previously submitted tickets, solutions and statuses.

6) After your ticket is submitted PLEASE DO THE FOLLOWING:

- a. Copy the information you submitted to HCC Live Support
- b. Make note of the Ticket# and date/ time submitted
- c. Email both the Ticket Information, the ticket# and date/ time created to Jim Reese and Bill Underwood to the following email addresses: jreese@hccfl.edu bunderwood@hccfl.edu

7) Forward to Jim Reese:

- a. Any responses you receive
- b. Response that does not address your issue
- c. If you receive no response within 72 hours contact Jim Reese through the email above