Log Into
STUDENT EMAIL & CANVAS

STEP 1: Student Self Service
- Enter LOGIN INFO
  - Enter USER ID (800XXXXX number)
  - Enter PIN (6 digit birthday)
- Click LOGIN
- Change YOUR EXPIRED PIN (8 - 15 characters, any combo letters and numbers)
- Complete SECURITY QUESTION

STOP! Wait 10 minutes before signing into your STUDENT EMAIL.

STEP 2: Student Email
- Enter LOGIN EMAIL
  - 800XXXXX@student.umpqua.edu
- Click NEXT
- Enter PASSWORD (use NEW PIN you created in STUDENT SELF SERVICE)
- Click NEXT
- Click GMAIL

STEP 3: CANVAS
- Enter LOGIN INFO
  - 800XXXXX/8 digit birthday (MMDDYYYY)
- Click LOG IN

If you need technical assistance with your UCC Online/Canvas account, please contact us at ucconline@umpqua.edu or 541-440-7685.

Student Self Service
TROUBLESHOOTING

SIGN INTO YOUR ACCOUNTS IN THIS ORDER:
1. Student Self Service 2. Student Email 3. CANVAS

GOOGLE ERROR
If you get the error “Sorry, Google doesn’t recognize that account,” that means your password is too long or short. Return to STUDENT SELF SERVICE to update your PIN before trying to login to your STUDENT EMAIL for a second time.

STUDENT EMAIL is tied to STUDENT SELF SERVICE. If the PIN in STUDENT SELF SERVICE is not at least 8 characters long, the STUDENT EMAIL will not be accessible. Change the PIN in STUDENT SELF SERVICE to an 8 - 15 character PIN will fully activate your STUDENT EMAIL.

STUDENT ID NUMBERS
ID numbers are assigned after your Admissions Application acceptance and are provided in your Acceptance email and/or letter from the Enrollment Management Office. Questions? Contact the Enrollment Team at admissions@umpqua.edu or 541-440-7743.

HELP DESK
If you need technical assistance with your STUDENT SELF SERVICE or STUDENT EMAIL accounts, please contact us at helpdesk@umpqua.edu or 541-440-7808.

UCC ONLINE
If you need technical assistance with your Canvas account, please contact us at ucconline@umpqua.edu or 541-440-7685.