»——→ MISSION
Visionary Leaders Providing Exemplary Service

MCESC
MONTGOMERY
COUNTY
EDUCATIONAL
SERVICE CENTER

Welcome to the MCESC - Getting Started with Email

Welcome to the Montgomery County Educational Service Center. It's time to activate your email address, which will be used to get into your Google Workspace account. We use Gmail (email), Google Drive, and several other Google Single Sign on accounts. This will double as your username and password to log you into any End User Device (Windows, Chromebooks, iPad) if you are assigned one.

Step 1: Navigate to help.mcesc.org
Step 2: Click on "Reset your password"

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Please sign in

G   Sign on with Google

🔒   Reveal alternative login options

👤🔒 Reset your password

Step 3: Enter your new MCESC email address: **FirstName.LastName@mcesc.org**

Password Reset

ℹ️ Help is right around the corner!
Please try our self-service password reset below. If you're not able to, you can always submit a support ticket and receive assistance from a technician. Please note that response times will vary depending on work load and work hours.

Step 1: Lookup user
Please enter your email address: *
[FirstName.LastName@mcesc.org] **SEARCH**
This is the email address associated with your account, typically issued by the school.

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Note: This email address will log you in to any End User Device (Windows, Chromebooks, iPad) if you are issued one. This will also get you into your Google Workspace account which includes Gmail (email), Google Drive, and several other Google Single Sign on accounts.

Step 4: Select Send a text message with a recovery link to the phone number and Request Password Recovery

Step 2: Select how to reset the password

✅ Send a text message with a recovery link to (xxx) xxx-**5555**

🔲 **REQUEST PASSWORD RECOVERY**

Note: If your phone is not capable of receiving such link, or you need to update the number on file, please reply to this email and we will either update the phone number, or issue you a temporary code instead.

The link will come from (443) 290-9659 and expire within 24 hours. Please tap on the link and enter your new password.

Step 1: Lookup user

Please enter your email address: •

| firstname.lastname@mcesc.org | SEARCH |

This is the email address associated with your account, typically issued by the school.

> Your request was successfully validated. Please type your new password below.

Enter your new password

New password: •

| Enter new password | SET PASSWORD |

Minimum length: 14 characters Must contain:

- 1 Lower case letter
- 1 Upper case letter
- 1 Number
- 1 Special character (~!@#$%^&*_-+=`|(){}[]:;"'<>,.?/)

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Step 5: Your accounts will be ready to sign on within 5 minutes after entering a new password. Please proceed to **gmail.com** **and enroll in 2 Step Verification**. If you will be using a Windows Device, please follow the steps to enroll in **Duo 2 Step Verification.**

If you have trouble with either of these steps, please contact our help desk via phone (937) 225-4606.