ON THE GO WITH MYEAGLE MOBILE WEB, WHEREVER, WHENEVER

FREQUENTLY ASKED QUESTIONS

For Everyone | For Students | For Faculty

MyEagle is a gateway to all of the pages which are most accessed by current students.

FOR EVERYONE

Q: What is HCC MyEagle Mobile Web?
A: HCC MyEagle Mobile Web is a mobile website where current students, faculty and staff can access Student System, Course Catalog, Class Search, Campus Map, News, Library to Go, Calendar & Events, Leaning Web, and Student Life.

Q: Who has access to the MyEagle gateway?
A: Anyone using a smartphone such as, Apple device, Android device, or desktop can access the mobile website.

Q: Do I need to download an App to access the mobile web?
A: No. There is no need to download an App to access MyEagle gateway. Click the MYEAGLE link on the hccs.edu homepage using any device and the system will automatically navigate to the mobile gateway site. You can bookmark or add this page to your favorites using your iPhone or other mobile device.

Q: Do I need a HCC PeopleSoft Student System User ID and Password to access the mobile web?
A: Yes, you need a Student System User ID and Password to access the mobile gateway; you must have a Student System User ID and Password to log on to your Student Center, Faculty Center, or staff account.

Q: What if I don’t know my password, it is my first login, I forgot my password, I forgot my User Id or need to reset my password?
A: Access to Student System Sign in may be found on the MyEagle gateway.

Q: What if I receive a message, password has expired?
A: Use the PeopleSoft Student Login link to reset your password. Access to Student System Sign in may be found on the MyEagle page or by going to hccs.edu, Information for staff, PeopleSoft Student Login.

Q: How is the HCC MyEagle site different from my PeopleSoft Student Login?
A: MyEagle is a gateway to all of the pages which current students access most often. Some access via the mobile site may be limited and is only available through Full Site log in. Students must access PeopleSoft Student Login to drop, withdraw, or swap classes. Faculty must access PeopleSoft Student Login to update attendance rosters. Staff must access Full Site to view and enter student record transactions.
Q. How can I access to the “Classic” PeopleSoft Student Login?
A: There is a tile on the MyEagle entry page that takes you directly to the PeopleSoft Student Login page.

Q: I have a smartphone or mobile device, so why can't I access the mobile gateway home page?
A: There can be several things interfering with your ability to access the mobile web home page:
− Your mobile browser cache may need to be cleared
− Your browser may be incompatible for this website. Compatible browsers are Apple devices, Android devices, and OS smartphones
− The network may be unavailable

Q: What should I do if I need help?
A: Contact HCC Customer Support at 713.718.8800 to report your issue and have a work order created. The work order will be routed based on your issue.

FOR STUDENTS

Q: What functionality is available to students on the mobile gateway?
A: Students can:
− Enroll in Classes (No Drop or Swap)
− Build Academic Planner
− Apply for/View Graduation Status
− View Advisor Information
− View Unofficial Transcripts (Summary Format by Term)
− View Financial Dues and Make a Payment
− View Financial Aid Package Summary and Accept/Decline Awards
− View Program and Degree Progress
− View Class Schedule and Class Details
− View Grades & Term Details
− View Course Catalog and Open Course Sections
− View To do List
− View Holds
− Update Personal Information (Not Home Address)

Q: Can I add, drop, swap or make payment using the mobile gateway?
A: You can add classes and make payments on the mobile gateway, but you cannot drop or swap classes. Access the PeopleSoft Student Login Full Site under the Public Links section of the menu to drop or swap classes.
FOR FACULTY

Q: What features are available to faculty using the mobile gateway?

A: The following Faculty Center features are available:

- View Class Roster with Pictures
- View Teaching Schedule
- Enter Grades (including FX with Last Date of Educational Activity)
- View Grade Roster
- View Advisees

Q: Can I drop students, enter grades, and access the attendance roster using the mobile gateway?

A: You can enter grades, but you cannot drop students or enter attendance through the mobile site. Access the Full Site under the Public Links section of the menu to drop students or access attendance rosters.

Q: How do I enter grades using the mobile site?

A: To enter grades, tap Grade Roster under the My Links section of the menu. Tap the appropriate class section to enter grades for all students on a roster.

Tips:
- Only grade rosters generated by the Registrar office will be available to enter grades.
- Important! FX grade entry— you must enter the Last Date of Educational Activity when assigning a FX grade.

Q: How do I change a grade that has already been approved using the mobile site?

A: To change or correct a grade that has already been approved, first change the Approval Status from Approved to Not Reviewed, and then tap Submit at the bottom of the page to update the roster status. Make the appropriate correction, and then change the Approval Status back to Approved and tap Submit to update the status.

Tips:
- Always verify grade roster Approval Status before submitting a roster, especially when changing from Approved status back to Not Reviewed status to make corrections. The Approval Status can be found at the top of the page.
- Changes to grade rosters already posted for the semester must be requested through the Registrar office.

Q: How do I Post grades using the mobile site?

A: You can Post grades using the mobile gateway. The Registrar office runs a batch process several times a day to post grade rosters that are in Approved status.