Accessing Email & Online Services

Madisonville Community College students now receive all schedules, bills, grades, and college-related correspondence via an e-mail account established for the student by the Kentucky Community & Technical College System (KCTCS). These documents are no longer mailed to a student’s home address. Students must set up their student e-mail accounts in order to access these documents or to register online. Students may access student information and register through the online student self-service website. This information includes schedules, grades, account, financial aid information, and online course descriptions.

Step 1: Setting Up Your KCTCS Email Account

1. Find your student ID
   It is a nine digit number that begins with "001" and may be found on either your schedule or bill. You may also ask for your student ID number at the Admissions Office.
2. Go to https://webmail.kctcs.edu - This is a secure web site (the “s” after “https” indicates this).
3. Select “New Users/Password Resets”
4. Enter your last name and your nine digit student ID
5. Select “Sign In”
   Your name should then appear on the screen. Select “yes” if it is correct.
6. Make sure you write down your username (example: jsmith0004) and your new e-mail address (example: jsmith0004@stu.kctcs.edu).
7. Set your password
   The password must be 8 characters long. It must include uppercase (A-Z) and lowercase (a-z) characters and numbers (0-9) or symbols and cannot include your name. Be sure to write this down or remember it.
8. Once you have completed these steps you can log on to your account directly at https://webmail.kctcs.edu/exchange.

Step 2: Student Online Services & Registering for Classes

1. Go to https://students.kctcs.edu - This is a secure web site (the “s” after http indicates this)
2. Click “Login” on the upper left corner of the screen.
3. Enter your User ID and Password
   This will be the same as your KCTCS e-mail username (example: jsmith0004) and KCTCS e-mail password.
4. Select “SA Self Service”
5. Select “Learner Services”
6. Select “Home” (You will see shortcuts from here to the data available online)
7. Select “Learner Services” again
   From this webpage, you can view:
   - Finances: Your account summary/balance and financial aid.
   - Course Catalog and Schedule: Course descriptions and schedules.
   - Academics: Your schedule, grades, and advisor’s name.
8. Select “Academics”
   • Select the semester for which you wish to register
   • Select “Add Classes”
   • Enter the class numbers of the courses you are registering for in the boxes.
   • Click the submit button.
   • “Success” means you are registered for the class.
   • “Error” means there was a problem, and you are not registered for the class. You can click on the word error to see why you were not registered.