

# Seneca Account Setup

Learn@Seneca is a resource website for students, faculty, and staff. Access Learn@Seneca by visiting:

[my.senecapolytechnic.ca](http://my.senecapolytechnic.ca)

The screenshot shows the Seneca website homepage. At the top left is the Seneca logo and a search bar. To the right are navigation links: Home, Browse, Spaces, and Admin. Below this is a row of three red buttons: Learn@Seneca, Student Home, and The Service Hub. Underneath are several service tiles: Apps and Tools, Email, MyNews, Seneca Libraries, Student Federation (SSF), Technical Support, and Upcoming events. A yellow box with an arrow points to the Learn@Seneca button, containing the text: "Login to Learn@Seneca to access your course on Blackboard". Another yellow box with an arrow points to the Email tile, containing the text: "Access your Seneca email". Below the navigation is a large "Welcome" banner with the text: "Instant access to learning resources, apps and information about student services". To the right of the banner is a large red graphic of the letter 'W' with a photo of a student. Below the banner is a section titled "Upcoming Events" with a yellow box above it. To the right of this section is a yellow box labeled "Seneca Announcements" with an arrow pointing to the "Announcements" section. The "What's happening at Seneca" section includes a "Seneca Spotlight" video player showing "Seneca Buzz Week of July 29" and "SENECA BUZZ". The "Upcoming events" section lists: JUL 31 MSA Booth - Muslim Student Association; JUL 31 Waste Reduction Awareness Campaign; AUG 01 Seneca Works Booth; and AUG 01 Bake Sale for The Seneca Caribbean Association. The "Announcements" section includes: "Here we grow again: Upgrades, improvements and construction activities across Seneca" and "Just launched at The Service Hub: new satisfaction survey on in-person experience".

Bookmark this site! You will use Learn@Seneca for the following important tasks:

- ✓ accessing course websites
- ✓ checking your Seneca email
- ✓ getting Seneca news and updates
- ✓ accessing Student Services

## Seneca Account Activation

As a new student at Seneca Polytechnic, you would have received a welcome email with your Seneca account credentials and temporary password. You will need these account credentials to activate your Seneca account.



Dear {{emailTemplateInfo.displayName}} ,

Welcome to Seneca Polytechnic. We are pleased that you have chosen us for your studies.

This email contains details on how to activate your Seneca online services. Activating your account will allow you to access important information and messages about your studies at Seneca.

**Here is your Seneca username and temporary password:**

Email: {{emailTemplateInfo.email}}

Username: {{emailTemplateInfo.userName}}

Password: {{emailTemplateInfo.password}}

**Please set-up your profile by following these steps:**

1. Login at <https://myid.senecapolytechnic.ca/ssprsetup> with the provided email and temporary password
2. Update your password
3. Login again using your new password
4. Update your personal email and add mobile number for future password recovery

For further instructions, please visit: [MyID Self Service Help](#)

**Multi Factor Authentication (MFA):**

MFA is a mandatory requirement for all students to access Microsoft Office365, StudentVPN, Learn@Seneca (Blackboard), and several academic services.

For further instructions, please visit: [MFA Help](#)

If you have problems activating or accessing your account, please contact our ITS Service Desk at [servicedesk@senecapolytechnic.ca](mailto:servicedesk@senecapolytechnic.ca) or by phone at 416.764.9900.

Any further communication with regard to your course enrolment (whether in-class, online, correspondence or hybrid) will be sent to your new email address.

Thank you,  
The Seneca Team

**ITS Service Desk**  
416.764.9900  
[servicedesk@senecapolytechnic.ca](mailto:servicedesk@senecapolytechnic.ca)



Follow the instructions outlined to update your password on  
<https://aka.ms/ssprsetup?whr=myseneca.ca>

## Seneca POLYTECHNIC



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[servicedesk@senecapolytechnic.ca](mailto:servicedesk@senecapolytechnic.ca)



Setup your Multi-Factor Authentication (MFA). If you need help setting this up please view the [MFA Help page](#).

**Seneca**  
POLYTECHNIC



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## 1. Learn@Seneca Login for First-time Users

1. In your Welcome email, click the link under "Please set-up your profile by following these steps."
2. Sign in with your Seneca email address and password in the Welcome email.



Update Password

You must update your password because your password has expired.

- a. If you are logging in with a temporary password, you will be prompted to change your password. Your password must meet the **minimum requirements** to proceed.

-Enter your temporary password in the "Old Password" field

-Enter your new password and confirm your new password

-Click Submit



Update Password

You must update your password because your password has expired.

- Upon updating your password successfully, you will be prompted to log in again with your new password.
3. Now you can update your phone number and personal email as password reset methods. If you forget your password, you can use one of the two methods to reset your password. It is best to set up 2 methods.

## 2. Login to Learn@Seneca

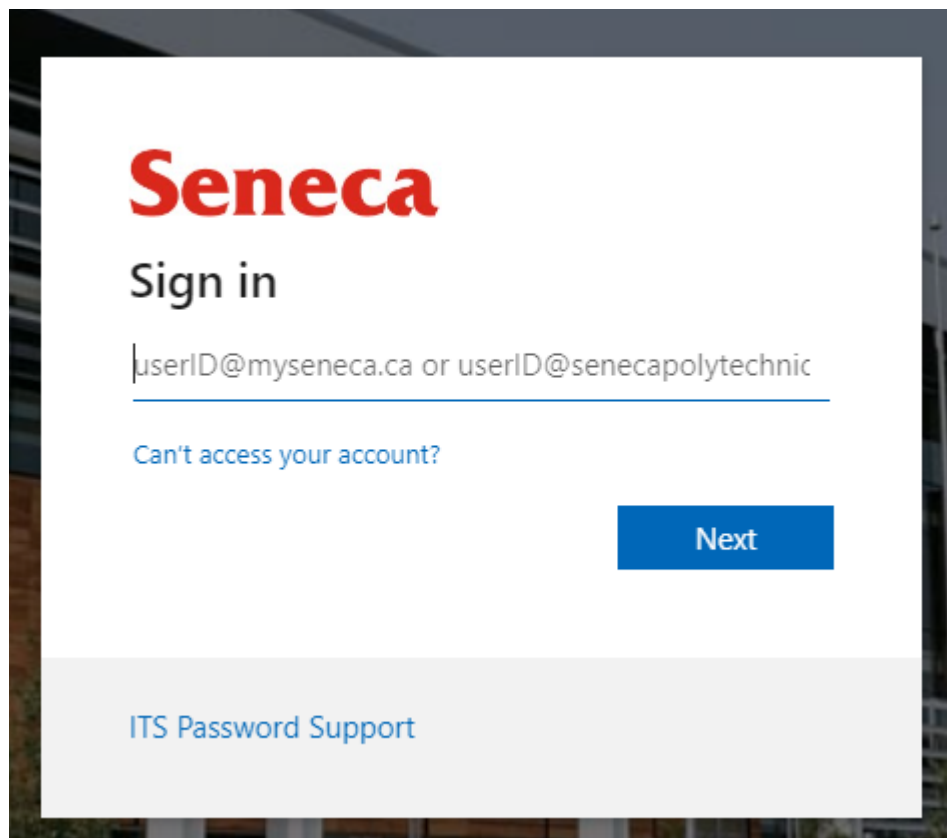
Once your password has been reset using the link provided, please return to [my.senecapolytechnic.ca](http://my.senecapolytechnic.ca) and click on Learn@Seneca to access your course.

The screenshot shows the Seneca Polytechnic website dashboard. At the top left is the Seneca logo and a search bar. To the right are navigation links: Home, Browse, Spaces, and Admin. Below this is a row of three red buttons: 'Learn@Seneca' (highlighted with a yellow box), 'Student Home', and 'The Service Hub'. Underneath these are several utility buttons: 'Apps and Tools', 'Email', 'MyNews', 'Seneca Libraries', 'Student Federation (SSF)', 'Technical Support', and 'Upcoming events'. The main content area features a large 'Welcome' message with the text 'Instant access to learning resources, apps and information about student services' and a large graphic of the Seneca 'W' logo with a student's photo integrated into it.

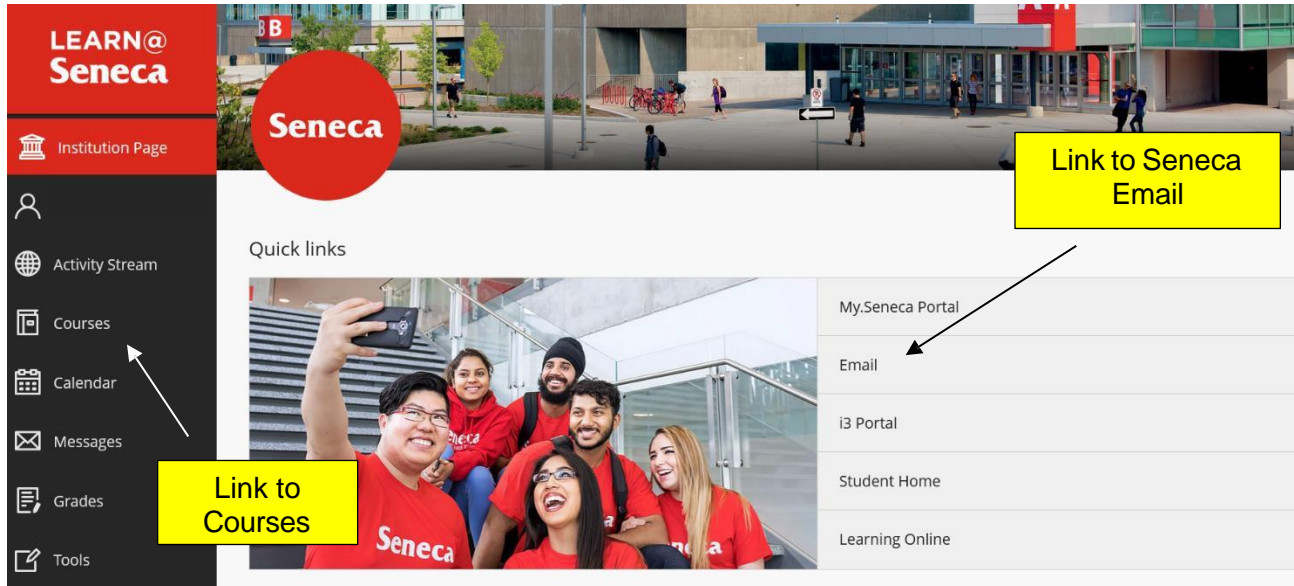
- select "Login," then sign into Learn@Seneca with your username and new password



- you will be redirected to the new login page where you will need to type out your complete Seneca email address (i.e. [username@myseneca.ca](mailto:username@myseneca.ca)) and new password.



Once you have logged in to Learn@Seneca, please note the areas to check your Seneca email and access your course Blackboard pages.



For additional technical assistance regarding Learn@Seneca and/or Seneca Technology tools please contact the Service Desk:

416.764.0411

[servicedesk@senecapolytechnic.ca](mailto:servicedesk@senecapolytechnic.ca).