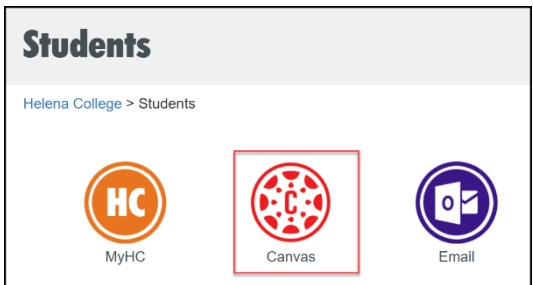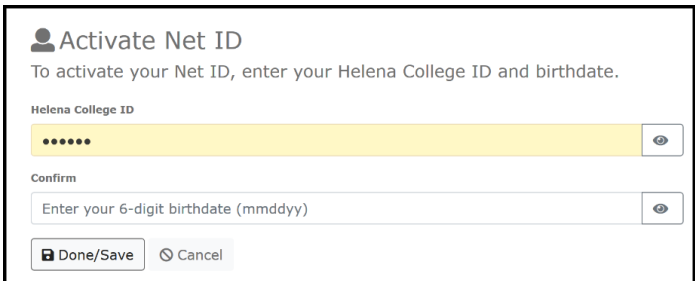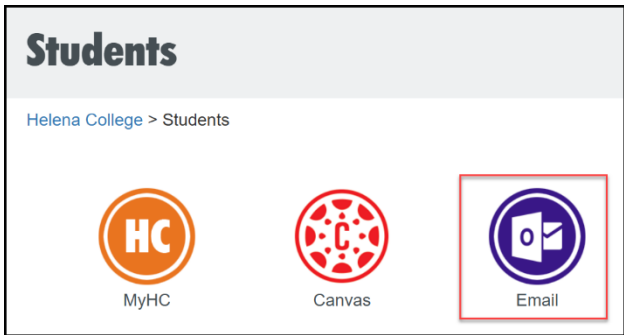# Canvas & Online Courses FAQs

Welcome to Helena College and to Canvas, our online learning management system! We are excited to have you. Students often have many questions about Canvas, so here is a list of frequently asked questions to get you started.

Question	Answer
Where do I login to Canvas?	Go to www.HelenaCollege.edu and click on '**Portals**' in the top gray bar. Choose "**Student Portal**". Then click on the "**Canvas**" icon.
Which internet browser works best for Canvas?	Canvas works best on **Google Chrome**. For the best experience, we recommend using the latest version. You can download Chrome for free here: Download Google Chrome
Why can't I log in to Canvas?	Only students who are enrolled in courses can access Canvas. If you are enrolled but still unable to log in, please contact the eLearning team at eLearning@helenacollege.edu for assistance.
How do I login?	At the login page, click on Net ID and then enter your Net ID and password. If you are a **new student**, you'll need to **activate your NetID**. You can do that here: https://user.helenacollege.edu/activate.

Question	Answer
What if I forgot my Net ID or password?	**Lookup NetID** here: https://user.helenacollege.edu/lookup **Forgot Password** here**:** https://user.helenacollege.edu/password/reset
What if my NetID password has expired?	For security reasons, passwords expire every 365 days. If your password has expired, contact the IT Department: Email: IT@HelenaCollege.edu Main Phone: 406-447-6960
Why don't I see my courses on my Dashboard in Canvas?	Courses will only appear on your Dashboard once instructors publish them. Some instructors may wait until the official start date to publish their courses. If you have further questions, please contact your instructor directly.
What if I need help with Canvas?	Students have access to Canvas 24/7 Vendor Support through their Canvas portal. Just click the **Help** button in the global navigation menu to connect with support via chat or phone at any time.
I still need help with Canvas or logging in. Who do I contact?	If you need additional help with Canvas or login issues, please contact the **Office of eLearning**. Visit: eLearning Contact Information
Where can I learn how to use Canvas?	Helpful **Canvas Support Resources** are available to students in the following Canvas course: Canvas Student Help & Resources
How do I check my student email?	Go to www.HelenaCollege.edu and click on '**Portals**' in the top gray bar. Choose "**Student Portal**". Then click on the "**Email**" icon. **Students** Helena College > Students MyHC Canvas Email
Do I have to use the student email?	Yes. Using your Helena College student email is required by college policy, as it is the official means of communication between you and the College.

Question	Answer
	You can easily set up your student email on your smartphone. View the setup guides here: • Student Email via Outlook App • Student Email for Apple Devices • Student Email for Android Devices
Do I need to be good with technology to take an online class?	To some extent, yes. You should feel comfortable with basic computer skills, including: • Using a word processor like Microsoft Word • Creating, organizing, and locating files on your computer • Navigating the internet If you're not confident in these areas, consider reaching out to the eLearning team or exploring support resources from the Library Learning Hub to build your skills before the course begins.
What are the best practices for Online Learning?	For tips on how to succeed in an online course, check out our **Online Learning Guide: What is Online Learning**. It covers helpful strategies, expectations, and resources to support your success. View the Online Learning Guide