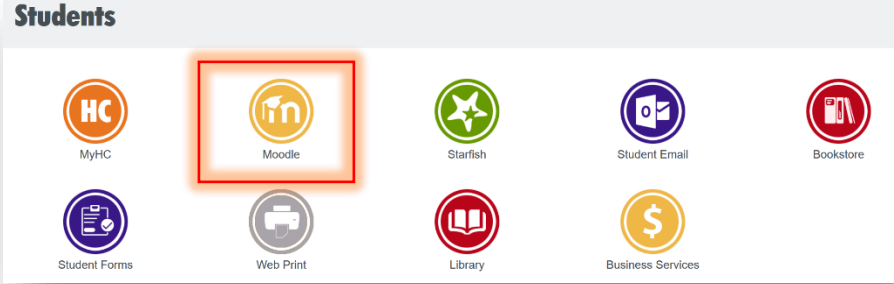
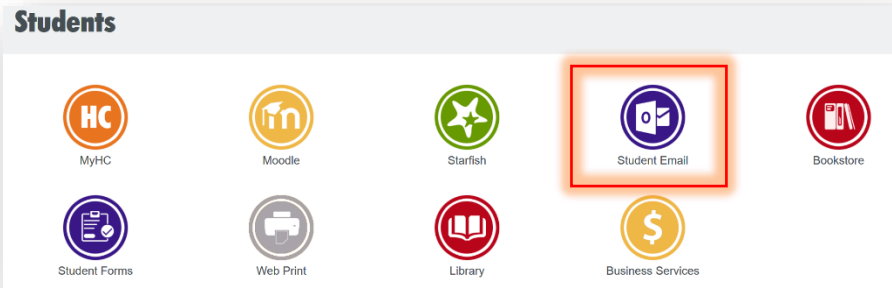




## Moodle & Online Courses FAQs

Welcome to Helena College and to Moodle, our virtual campus! We are excited to have you. Students often have many questions about Moodle, so here is a list of frequently asked questions to get you started.

Question	Answer
<p><b>Can I use Internet Explorer, Safari, or Chrome?</b></p>	<p>No. You need to use Mozilla Firefox. You can download Mozilla at <a href="http://www.mozilla.org/en-US/products/">http://www.mozilla.org/en-US/products/</a>. It is a free download.</p>
<p><b>When are my courses available?</b></p>	<p>The first day of the semester. However, the <a href="#">Moodle Tutorial for Students</a> course will be available to you the week prior.</p>
<p><b>Where do I login?</b></p>	<p>Go to <a href="http://www.HelenaCollege.edu">www.HelenaCollege.edu</a> and click on ‘Portals’ in the top gray bar. Choose “<b>Student Portal</b>”. Then click on the “<b>Moodle</b>” icon.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; margin: 0;"><b>Students</b></p>  </div>
<p><b>How do I login?</b></p>	<p>At the login page, click on Net ID and then enter your Net ID and password. If you are a <b>new student</b>, you’ll need to <b>activate your NetID</b>. You can do that here: <a href="https://user.helenacollege.edu/activate">https://user.helenacollege.edu/activate</a>.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="margin: 0;"><b>Activate Net ID</b></p> <p style="margin: 0;">To activate your Net ID, enter your Helena College ID and birthdate.</p> <p style="margin: 0;">Helena College ID</p> <div style="border: 1px solid #ccc; padding: 2px; margin: 2px 0;"> <span style="background-color: #fff; border: 1px solid #ccc; display: inline-block; width: 100%; height: 1.2em; vertical-align: middle;">•••••</span> <span style="float: right; border: 1px solid #ccc; padding: 0 5px;">👁</span> </div> <p style="margin: 0;">Confirm</p> <p style="margin: 0;">Enter your 6-digit birthdate (mmddyy)</p> <div style="border: 1px solid #ccc; padding: 2px; margin: 2px 0;"> <span style="background-color: #fff; border: 1px solid #ccc; display: inline-block; width: 100%; height: 1.2em; vertical-align: middle;"></span> <span style="float: right; border: 1px solid #ccc; padding: 0 5px;">👁</span> </div> <p style="margin: 0; display: flex; justify-content: space-between;"> <span>🔒 Done/Save</span> <span>🚫 Cancel</span> </p> </div>

Question	Answer
<p><b>What if I forgot my Net ID or password?</b></p>	<p><b>Lookup NetID</b> here:  <a href="https://user.helenacollege.edu/lookup">https://user.helenacollege.edu/lookup</a></p> <p><b>Forgot Password</b> here:  <a href="https://user.helenacollege.edu/password/reset">https://user.helenacollege.edu/password/reset</a></p>
<p><b>What if I need Moodle Help?</b></p>	<p>No problem. Log onto Moodle and opens the <a href="#">Moodle Tutorial for Students</a> course. The majority of your questions can be answered there.</p>
<p><b>I still need help with Moodle or logging in. Who do I call?</b></p>	<p>Contact the <b>Office of eLearning</b>:  Email: <a href="mailto:eLearning@HelenaCollege.edu">eLearning@HelenaCollege.edu</a>  Phone: 406-447-6364</p>
<p><b>How do I check my student email?</b></p>	<p>Go to <a href="http://www.HelenaCollege.edu">www.HelenaCollege.edu</a> and click on ‘Portals’ in the top gray bar. Choose “<b>Student Portal</b>”. Then click on the “<b>Student Email</b>” icon.</p> 
<p><b>Do I have to use the student email?</b></p>	<p>Yes. It is the policy of the school.</p> <p>*You can have the school email set up on your smart phone or have a setting to forward your school email to your personal email. Please contact the <b>IT department</b> for more details about this:</p> <p>Email: <a href="mailto:IT@HelenaCollege.edu">IT@HelenaCollege.edu</a>  Phone: 406-447-6960</p>
<p><b>Do I need to be good at technology for an online class?</b></p>	<p>To some extent, yes. You should be pretty comfortable with:</p> <ul style="list-style-type: none"> <li>• Using a word processor like Microsoft Word.</li> <li>• Creating, organizing and locating files on your computer.</li> <li>• Using the internet.</li> </ul>
<p><b>I need special accommodations. Whom do I talk to?</b></p>	<p>Students with physical, cognitive, or learning disabilities who seek accommodations should contact the <b>Disability Services Office</b>:</p> <p>Email: <a href="mailto:disabilityresources@HelenaCollege.edu">disabilityresources@HelenaCollege.edu</a>  Phone: 406-447-6952</p>