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, the online classroom, so here is a list of frequently asked questions to get you started.

Question	Answer
Can I use Internet Explorer, Safari, or Chrome?	No. You need to use Mozilla Firefox. You can download Mozilla at http://www.mozilla.org/en-US/products/. It is a free download.
When are my courses available?	The first day of the semester. However, the **Moodle Essentials for Students** course and the **Online Student Fundamentals** course will be available to you the week prior. See "Get Started Online" inside Moodle to learn more.
Where do I login?	Go to www.HelenaCollege.edu and click on 'Moodle' in the top gray bar. This will take you to the login page.
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://login.umhelena.edu/cas. The login name and password are same as your school email's.
What if I forgot my Net ID or password?	**Lookup NetID** here: https://pwm.umhelena.edu/pwm/public/ForgottenUsername? **Forgot Password** here**:** https://pwm.umhelena.edu/pwm/public/ForgottenPassword
What if I need Moodle Help?	No problem. First find the **Moodle Help** link on every page within Moodle. This opens the **Moodle Essentials for Students** course. The majority of your questions can be answered here.

Question	Answer
I still need help with Moodle or logging in. Who do I call?	Contact the **Office of eLearning**: Email: eLearning@HelenaCollege.edu Phone: 406-447-6364 or 406-447-6961
How do I check my student email?	Go to http://HelenaCollege.edu/. Click on Student Email in the top gray bar.
Do I have to use the student email?	Yes. It is the policy of the school. *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 **IT department** for more details about this: Email: IT@HelenaCollege.edu Phone: 406-447-6960
Do I need to be good at technology for an online class?	To some extent, yes. You should be pretty comfortable with: • Using a word processor like Microsoft Word. • Creating, organizing and locating files on your computer. • Using the internet.
I need special accommodations. Whom do I talk to?	Students with physical, cognitive, or learning disabilities who seek accommodations should contact the **Disability Services Office**: Email: disabilityresources@HelenaCollege.edu Phone: 406-447-6952