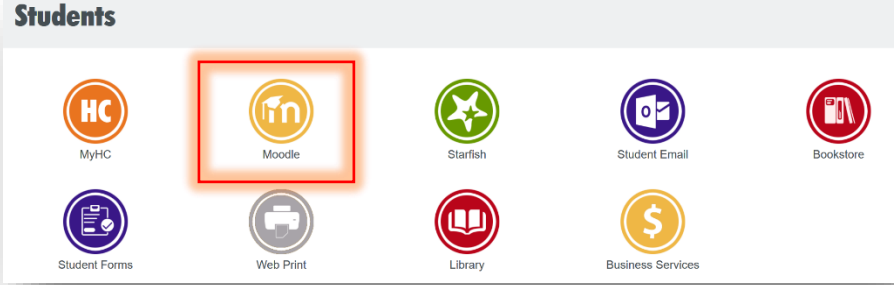
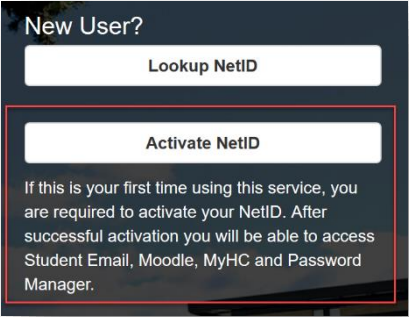
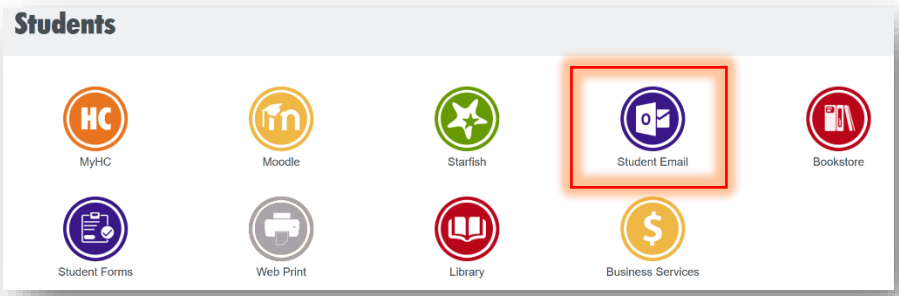




Moodle & Online Courses FAQs

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
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 Tutorial for Students course will be available to you the week prior.
Where do I login?	<p>Go to www.HelenaCollege.edu and click on ‘Login’ in the top gray bar. Choose “Student Login”. Then click on the “Moodle” icon.</p> <div style="text-align: center;">  <p>Students</p> <p>MyHC Moodle Starfish Student Email Bookstore</p> <p>Student Forms Web Print Library Business Services</p> </div>
How do I login?	<p>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.</p> <div style="text-align: center;">  <p>New User?</p> <p>Lookup NetID</p> <p>Activate NetID</p> <p>If this is your first time using this service, you are required to activate your NetID. After successful activation you will be able to access Student Email, Moodle, MyHC and Password Manager.</p> </div>

Question	Answer
<p>What if I forgot my Net ID or password?</p>	<p>Lookup NetID here: https://pwm.umhelena.edu/pwm/public/ForgottenUsername?</p> <p>Forgot Password here: https://pwm.umhelena.edu/pwm/public/ForgottenPassword</p>
<p>What if I need Moodle Help?</p>	<p>No problem. First find the Moodle Help link on every page within Moodle. This opens the Moodle Tutorial for Students course. The majority of your questions can be answered here.</p>
<p>I still need help with Moodle or logging in. Who do I call?</p>	<p>Contact the Office of eLearning: Email: eLearning@HelenaCollege.edu Phone: 406-447-6364</p>
<p>How do I check my student email?</p>	<p>Go to www.HelenaCollege.edu and click on ‘Login’ in the top gray bar. Choose “Student Login”. Then click on the “Student Email” icon.</p>  <p>The screenshot shows a navigation bar titled "Students" with several icons. The "Student Email" icon, which is a blue circle with a white envelope, is highlighted with a red rectangular box. Other icons include MyHC, Moodle, Starfish, Bookstore, Student Forms, Web Print, Library, and Business Services.</p>
<p>Do I have to use the student email?</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 IT department for more details about this:</p> <p>Email: IT@HelenaCollege.edu Phone: 406-447-6960</p>
<p>Do I need to be good at technology for an online class?</p>	<p>To some extent, yes. You should be pretty comfortable with:</p> <ul style="list-style-type: none"> • Using a word processor like Microsoft Word. • Creating, organizing and locating files on your computer. • Using the internet.
<p>I need special accommodations. Whom do I talk to?</p>	<p>Students with physical, cognitive, or learning disabilities who seek accommodations should contact the Disability Services Office:</p> <p>Email: disabilityresources@HelenaCollege.edu Phone: 406-447-6952</p>