



## Student E-Mail

When you registered at Isothermal Community College, you were given a student email account. This email account is used by your instructors and other college personnel in order to communicate with you. You can access your student email account by clicking the **Quick Links** box on the main Isothermal Community College website, or clicking on **Student Email** found in the upper left hand corner of the Moodle Website.

Your username for student email is the same as your username for your online course: first initial of first name, first initial of middle name, last name and day of the month you were born. For example: a student named John Q. Public born the 4th of any month would have an email username as follows:

**jqpublic04**

Your password for student email is the same as the password you use for accessing your online course. For John Q. Public with the last four digits of his SSN being 1234, his password would be:

**jp1234**

## Trouble Shooting

If you have any problems accessing your online courses or student email accounts, please use the Toll-Free 24-hour Help Desk phone number at: **866-471-4251**.

If you have questions concerning assignments or coursework in your class, please contact your instructor.



### Isothermal Community College

286 ICC Loop Road  
P. O. Box 804  
Spindale, NC 28160

Phone: 828-286-3636  
Toll-Free Help Desk Phone: 866-471-4251  
www.isothermal.edu  
tlc.isothermal.edu  
www.thelearningcollege.org

## ▶ How to Access Your On-Line Class and Student Email



**Toll-Free Help Desk: (866) - 471-4251**



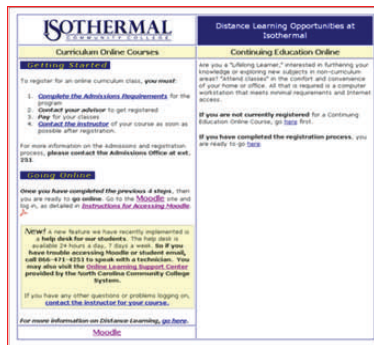
# Getting Started: Accessing Your Online Class

Once you have registered for your on-line class, contact your instructor to see if there are any special instructions or requirements for your course. You can find your instructor's phone number and email address by going to the Isothermal Community College website at [www.isothermal.edu](http://www.isothermal.edu) and clicking on **Employee Directory** found under the **Quick Links** on the top of the page.



On the first day of the semester, you can access your online course by following these steps:

- (1) After accessing the college website (as shown above), click on **Online Courses** at the top of the page. It will take you to the following page.



- (2) Read the information found on the left-hand side of the screen very carefully. It contains important information about who to contact if you have problems. At the bottom of the left hand column, click on **Moodle**. You will be taken to the following page.



- (3) Read the instructions on the main page about accessing your course and about your student email account. Then click on **Login** in the upper right-hand corner. You will be taken to the following login page.



- (4) Students do not create their own accounts. They have been created for you. Detailed instructions are on the right-hand side of the login screen. Your username is the first initial of your first name, the first initial of your middle name, your last name, and the day of the month you were born in

two digits. Your password is the first initial of your first name, the first initial of your last name, and the last four digits of your social security number. For example, a student named John Q. Public born on the 4th of any month would have the following username: **jqpublic04** (all lowercase). If John Q. Public's last four digits of his SSN are 1234, his password would be **jp1234**.

- (5) Once you have logged into Moodle, you will see the classes that you have registered for listed under **My Courses** on the left-hand side of the screen. Click on the course name and you will be taken to the class website. If your class is not listed under **My Courses**, contact your instructor.
- (6) You can update your **Student Profile** information, but keep the email address that is listed. You will be using your student email address for all email correspondence with your instructor. Be sure to check this account frequently.

It is your responsibility to access your online class the first day of the semester. If you are having problems accessing the course, you need to contact your instructor.