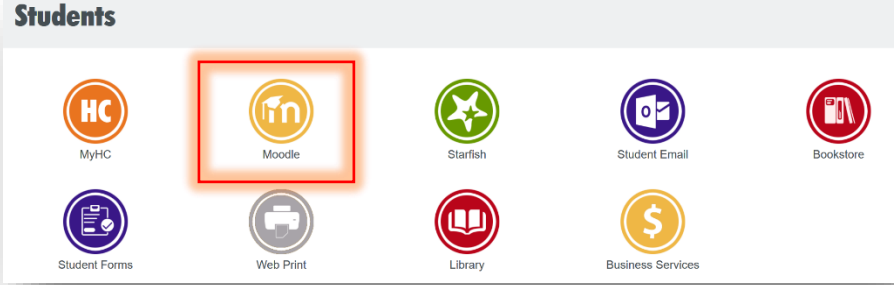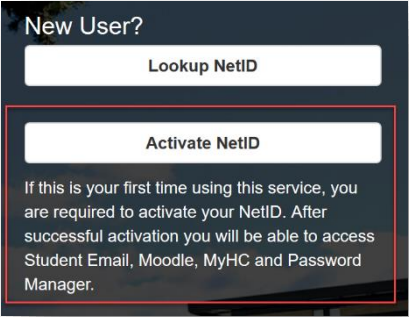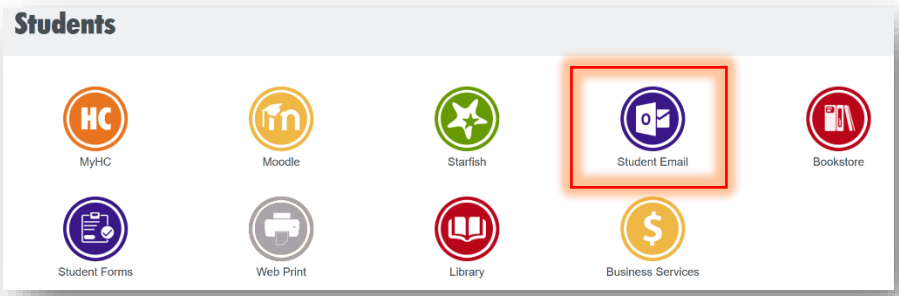# Moodle & Online Courses FAQs

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?	Go to www.HelenaCollege.edu and click on '**Login**' in the top gray bar. Choose "**Student Login**". Then click on the "**Moodle**" icon.
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.

Question	Answer
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 Tutorial for Students** course. The majority of your questions can be answered here.
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
How do I check my student email?	Go to www.HelenaCollege.edu and click on '**Login**' in the top gray bar. Choose "**Student Login**". Then click on the "**Student Email**" icon.
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