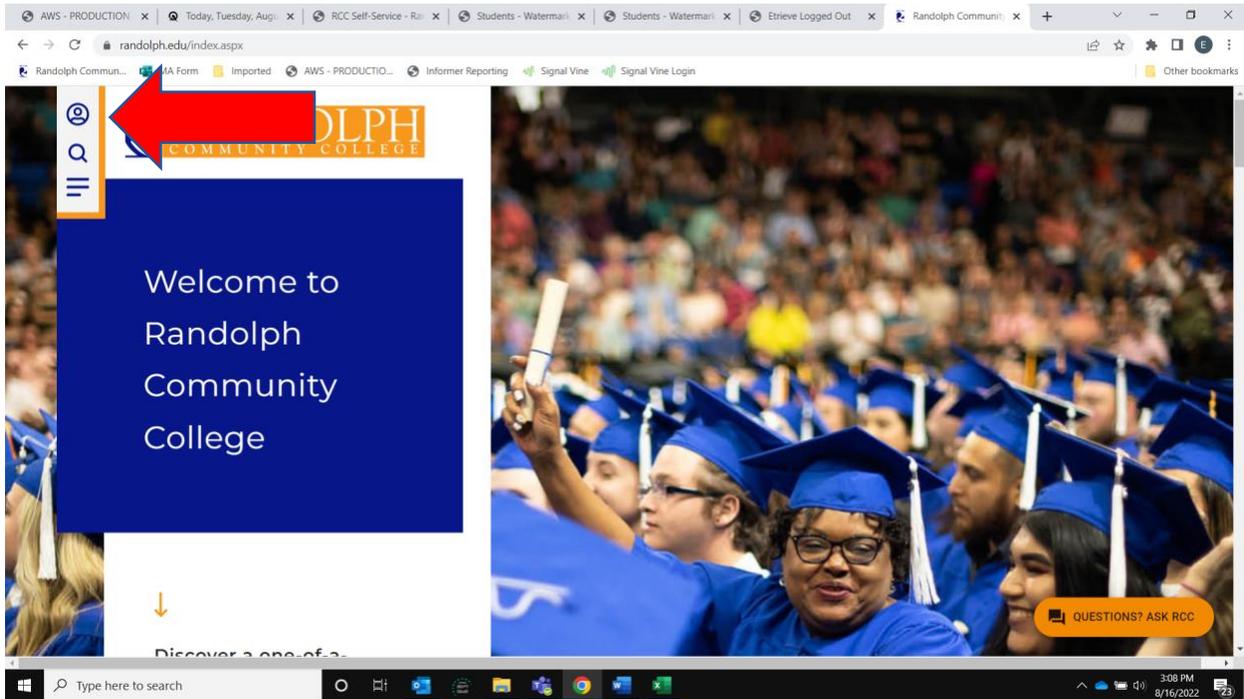
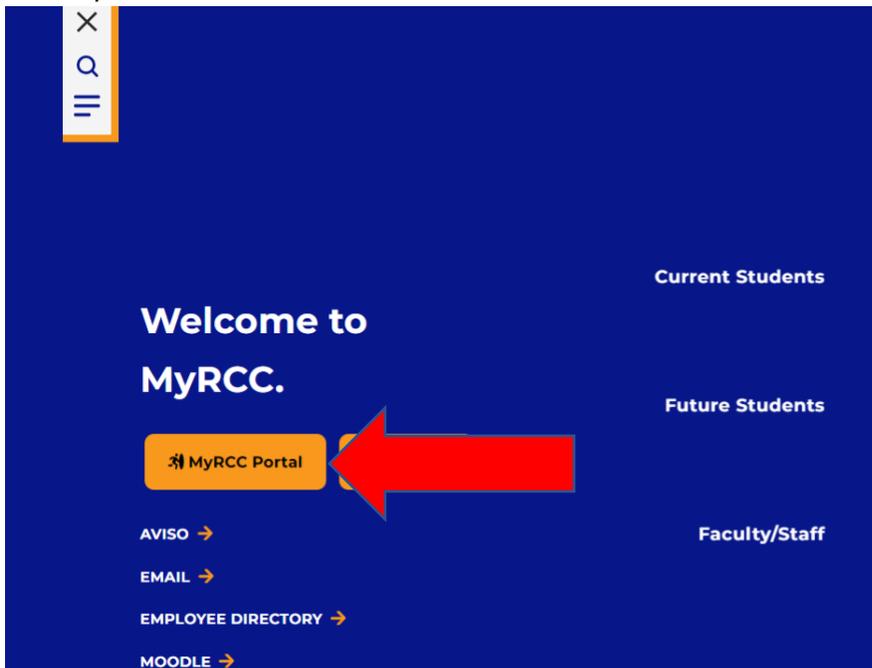


RCC Technology Jump Start

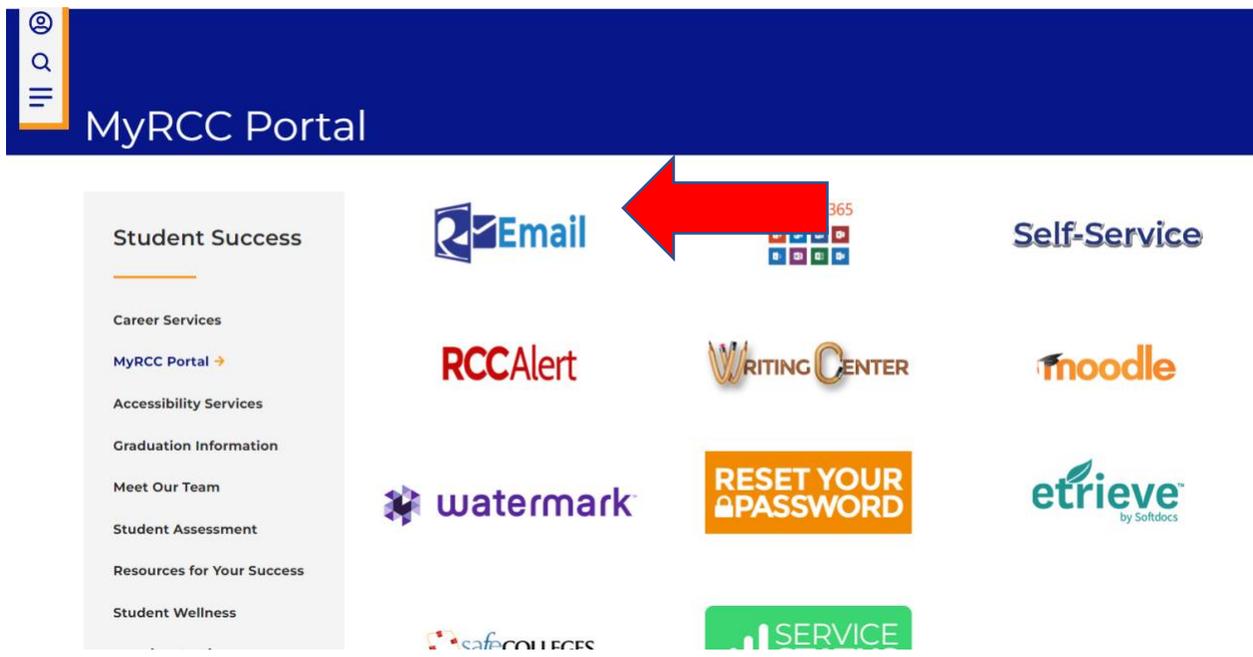
1. Log in to your MyRCC email account. Click on the circle with the person at the top left of the RCC website: www.randolph.edu



Click MyRCC Portal.



Choose Email

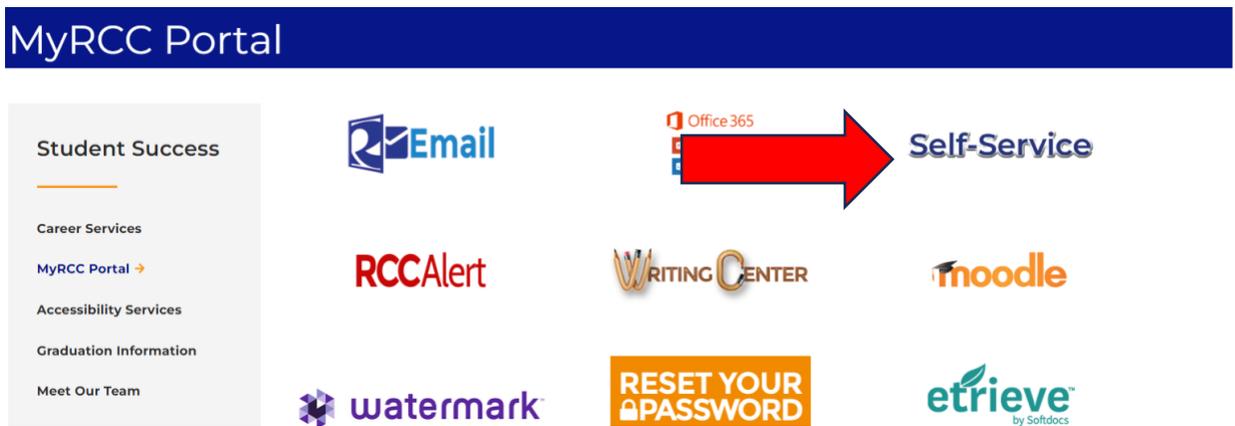


Enter your MyRCC email address and password. Your MyRCC email address and password are automatically created for you. Your username will be all lowercase – first initial, middle initial, and last name. For example, Mary Jane Smith would have the username mjsmith. Your email address will be username@students.randolph.edu. For example, Mary’s email address will be mjsmith@students.randolph.edu.

Your initial password will be the first letter of your last name in UPPERCASE, the second letter of your last name lowercase, and your six-digit birth date. (Example: Mary Jane Smith with a birth date of March 17, 1998, would have a password of Sm031798).

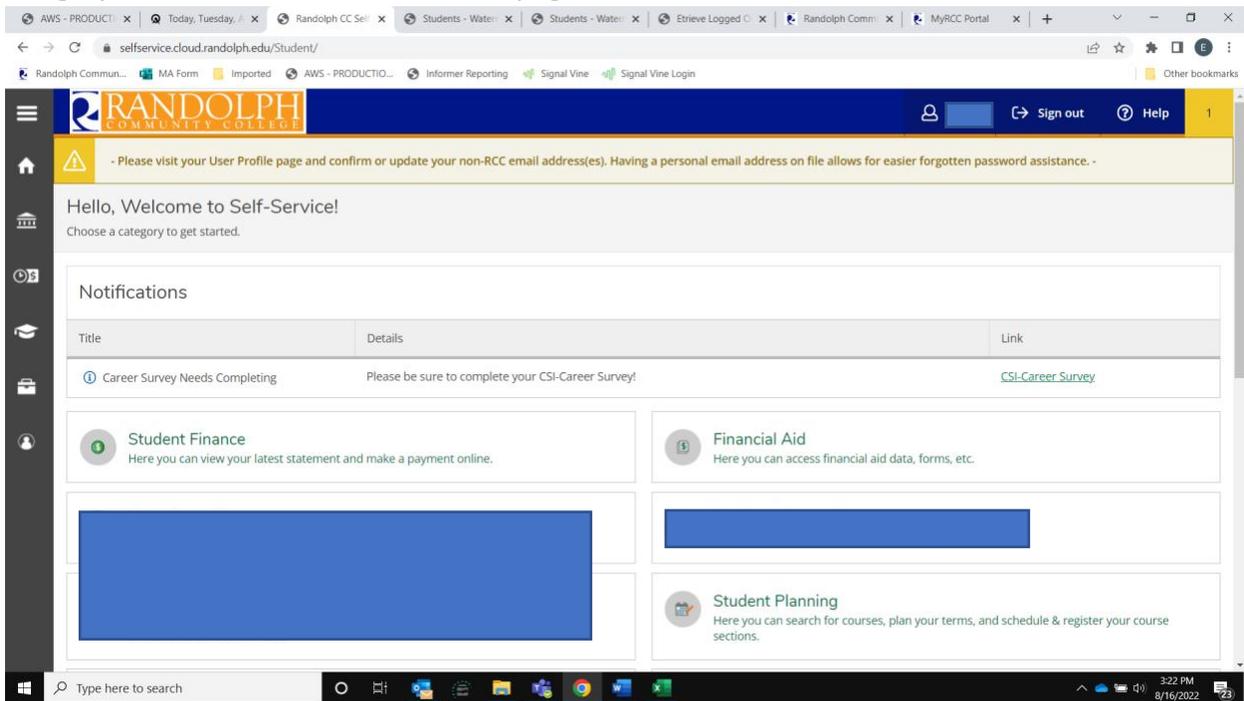
If the above does not work, **[Click here to locate your MyRCC username](#)** and select “*Forgot your user name*”. Enter your first name (optional), last name, and email address. *This must be the email address you used to apply to the College.* Your username will be sent to the email address provided. If you have any questions or issues, call the Computer Services Help Desk at 336-625-1573.

2. Log in to Self-Service.



Your username for Self-Service is the same as your username for your MyRCC email account, but without the @students.randolph.edu. Your password for all of your MyRCC accounts is the same.

Visit your User Profile page in Self-Service by clicking on the circle with the person at the bottom on the gray icon bar on the left side of the page.



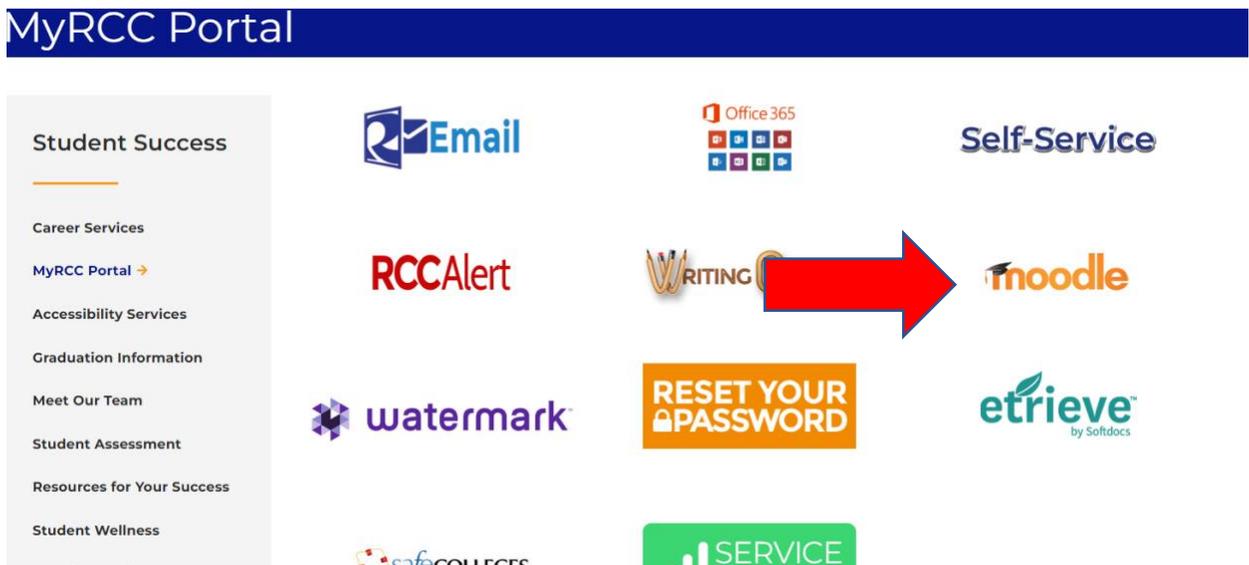
Choose User Profile, then edit or confirm your address, email address(es), and phone number(s). You can click "Student Planning" from the main menu screen in Self-Service to see your class schedule and register for future semesters. You can click on "Financial Aid" to sign off on your award letter and find financial aid information.

3. Enroll in password management. From the MyRCC Portal page, choose RESET YOUR PASSWORD.



Choose Enroll/Update Account, enter your current username and password, set up security questions/answers. Next, you may choose Change Password. This step may need to be completed if you cannot log into Moodle (Step 4 below) with your current username and password.

4. Log into Moodle using the same username and password you use for Self-Service. If you cannot log into Moodle after changing your password, please call the **Computer Services HelpDesk at (336) 625-1573**.



After logging into Moodle, use the toggle arrows in the gray box in the center of the homepage to scroll to the right to see the Moodle 4.0 guide.

The screenshot shows the Moodle 4.0 homepage for Randolph Community College. The browser address bar displays `moodle2.randolph.edu/?`. The page header includes navigation links for Home, Dashboard, and My courses. The main content area is titled "Student Information" and contains three columns of information:

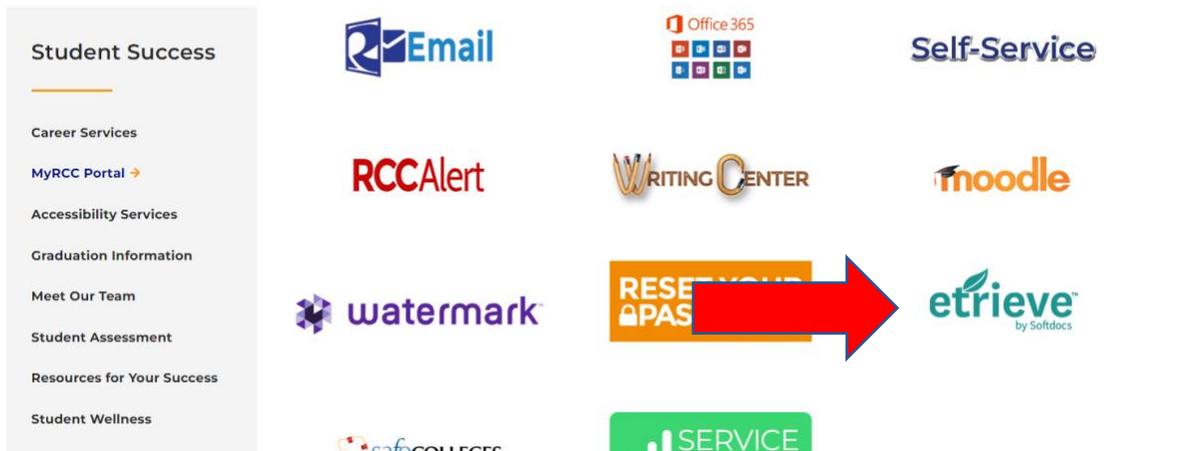
- Column 1:** Features an image of a keyboard with sticky notes. Text: "Your password expires every 45 days! Reset your password here..." and a link "Password reset (opens in a new page)".
- Column 2:** Features an image of a padlock on a keyboard. Text: "Locked out of Moodle? Call the Computer Services Help Desk at 336-625-1573 or email them at `cctechsupport@randolph.edu` for assistance."
- Column 3:** Features an image of a Windows desktop with Office 365 icons. Text: "Did you know that as an RCC student you can download the Microsoft Office Suite for free? Yes, absolutely free!" and a link "How to install Microsoft Office on your PC or Mac (opens in a new window)".

A red arrow points to the right arrow in the second column, indicating the scroll direction.

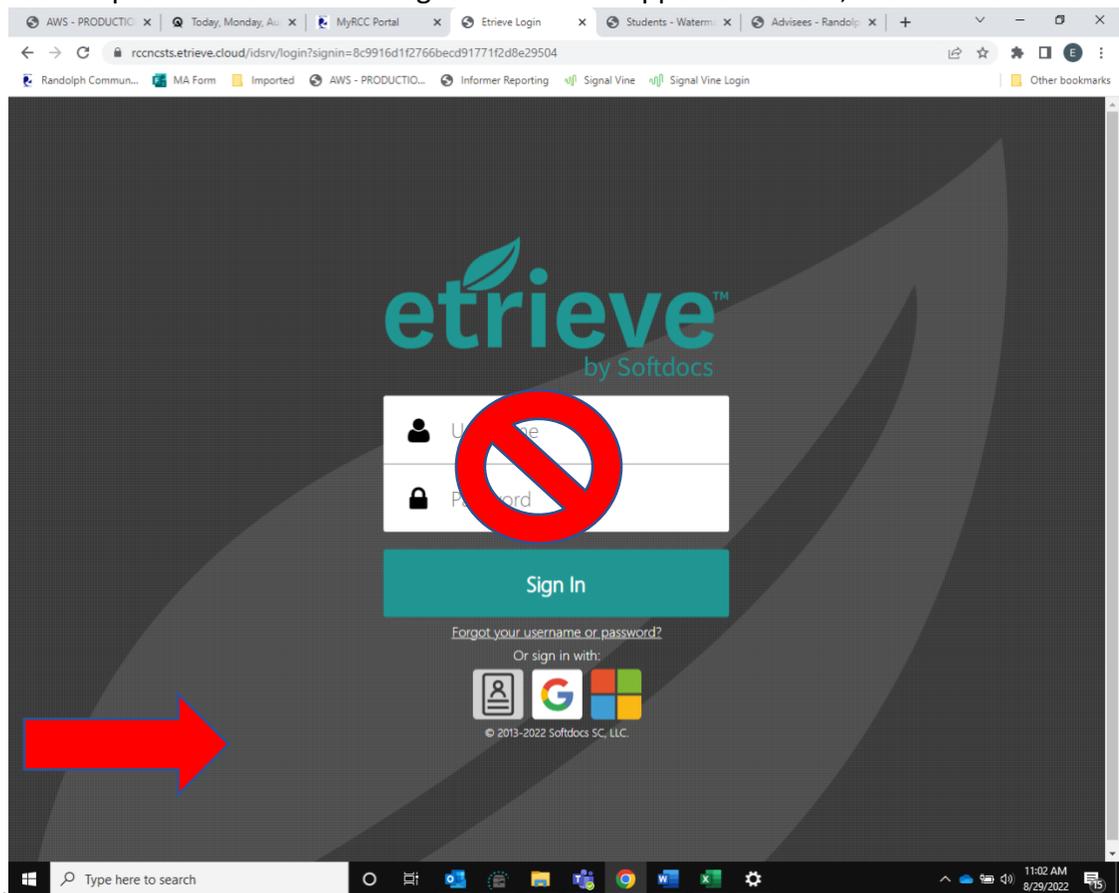
To have access to all Moodle Tutorials and information, you will need to choose the first pathway under Choose your Pathway. You will be enrolled in option C. Complete the Moodle 4.0 User Guide.

5. Log into Etrieve and complete the Intake Form. Etrieve is found on the [MyRCC Portal](#) under Moodle:

MyRCC Portal



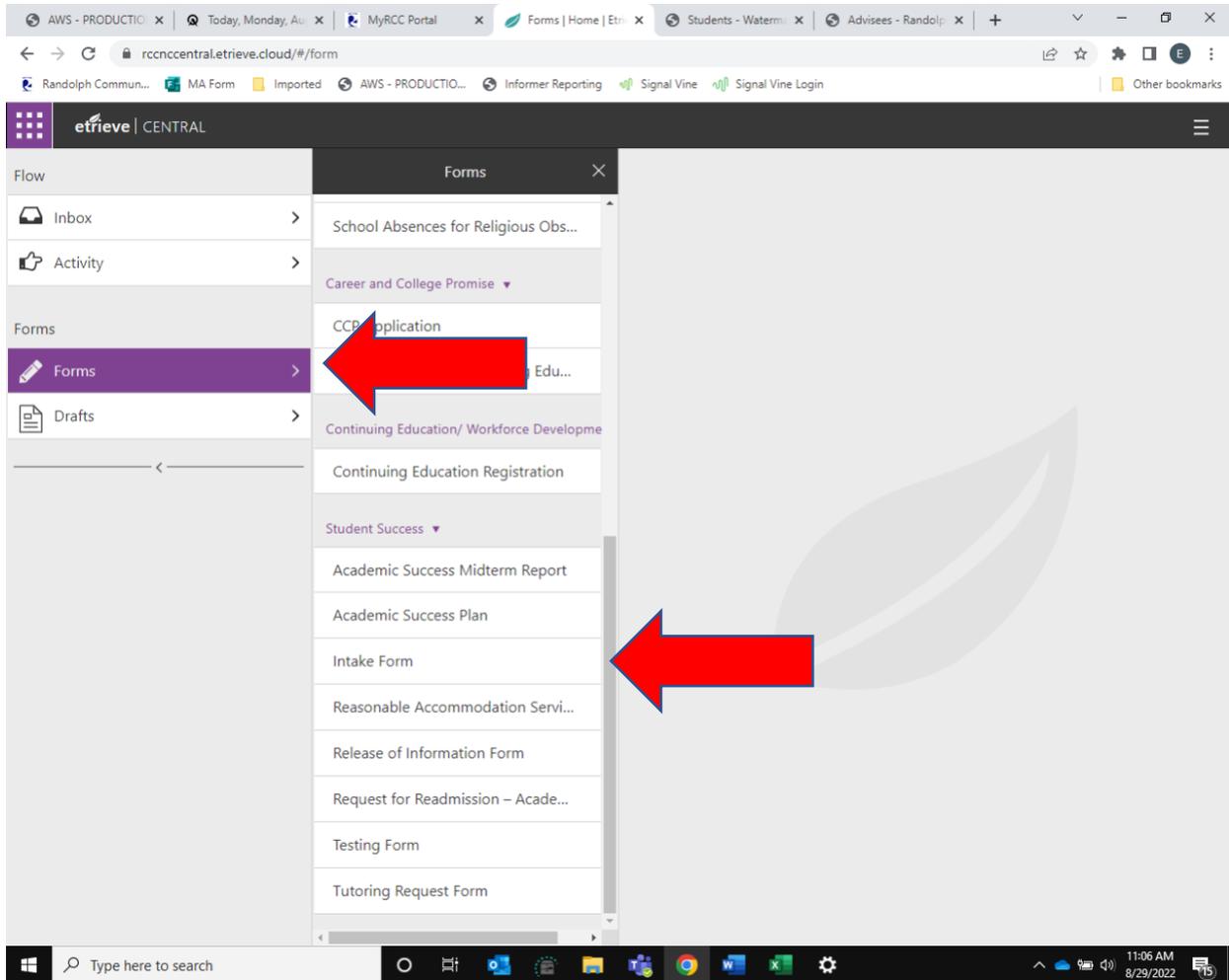
The easiest way to log into Etrieve is to be already logged into your MyRCC email account. **Do not** enter your MyRCC email address and password on the first log-in screen that appears. Instead, click on the Azure ID icon



at the bottom left.

If the Etrieve inbox does not display when you click on the Azure ID icon, **then** enter your MyRCC email address and password on the next log-in screen. You should then see the Etrieve inbox page.

Click on Forms, then scroll down to Student Success and choose Intake Form.



Complete the form (you can find your Student ID by clicking on the User Profile in Self-Service; your student ID will be listed under your name at the top left), type your name in the Student Signature blank, then click Submit To on the gray bar at the bottom of the form. Click on Flow-Student Success and choose your Student Services Counselor's name from the list, then click Send to Selected.

Thank you for completing the RCC Technology Jumpstart!

Please see below for information about Watermark, which can be accessed from the app or from your computer through the MyRCC Portal. Watermark makes communication and appointment scheduling with your instructors and Success Team easy!

Academic Information in the Palm of your Hands

The Watermark mobile app is a simple and convenient way to access your RCC academic information and communicate with your Success Team!

Download the App!

1. Download the Watermark Student app from your phone's respective app store.



Watermark Student
Education

2. Click on the 'Login with Watermark' button.
3. Enter your school email address.
4. Login with the username and password that you use for all other RCC applications - Moodle, email, etc.
5. Click on 'Authorize' to allow the app to access your account.



View your Schedule

- Click on the 'Calendar' icon at the bottom of the screen
- Your courses and any upcoming meetings will be visible in an easy-to-read, block format.



Schedule a Meeting

Advisor & Success Coach

1. From the Home screen, click on 'Schedule Appointment.'
2. Complete the subsequent screens by choosing your desired options.

Instructor

1. Click on the 'Calendar' icon at the bottom of the screen.
2. Click on the '+' in the upper right-hand corner of the screen.
3. Complete the subsequent screens by choosing your

desired options.

Financial Aid & SS Counselor

- Continue using the RCC website. Click on their name to schedule an appointment.
 - SS Counselor: <https://tinyurl.com/ycxdsdek>
 - Financial Aid: <https://tinyurl.com/2sj39hta>



Send a Message

Success Team

- From the Home screen, click on 'Message' in their profile block, compose the message and send.

Instructor

- Click on the 'Courses' icon at the bottom of the screen.
- Click on the course the instructor you want to message is teaching.
- Click on the instructor name.
- Compose your message and then send.

Anyone

- Click on the 'Messages' icon at the bottom of the screen
- Click the '+' on the bottom right-hand corner of the screen.
- Select or search the name of the person you want to message.
- Compose your message and send.



Access Your Academic Info

- Click on the 'Menu' icon at the bottom of the screen
- A wealth of information, including your transcript, will be easily accessible by simply clicking on what you'd like to see.