



Get off to a strong start
in your spring quarter
online class or hybrid class!
Keep reading for "getting-started" info!

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Information for Online Learners from the
Student Help Desk

Number 3

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Resources for Online Learners

- [Whatcom's main eLearning page.](#) Also check out the *Student Tutorials and Resources page* you can get to from there.
- [Online tutoring by the WCC Writing Center.](#)

Welcome to online learning at Whatcom Community College! This is the third of five beginning-of-the-quarter messages to help you get started in your online class or hybrid class. If you missed the first ones, find them online on the [main eLearning page](#) of Whatcom's website.

Important Dates

All spring quarter online and hybrid classes start this week. If you haven't logged in yet, your class will be moving forward without you. Log in as soon as you can!

Logging into Your Class

1. Launch a web browser.
2. In the gray bar at the very top of Whatcom's home page, click Canvas.
3. On the login page, enter your student ID number as the username. If you're new, your password is the first eight letters of your last name (all lower case). If you've used Canvas at Whatcom before, your password stays the same as it was last time.
4. If your name is short, repeat it until you reach the right number of letters, e.g., doedoedo.
5. If you have more than one Canvas course, click the "Courses" tab at the top of the screen to select the class you want to open.

[If you have an online math class](#)

- [Online tutoring in math and other subjects](#) (etutoring.org).
- [Whatcom's Online Math Center](#).
- [Access to the WCC library's online databases](#) (must activate your student network account first).
- [Online research help from a librarian](#).

Contact Us

studenthelpdesk@whatcom.edu

For **technical issues** including but not limited to logging in, computer account problems, remote access to campus, email, Canvas, other software programs, or how to turn in assignments, contact the **Student Help Desk** located in Heiner 104, Monday through Thursday 7:30am-7pm and Friday 7:30am to 5:00pm when classes are in session. You can also contact us by phone at 360-383-3410.

advise@whatcom.edu

An **online advisor** is available to assist you by email if you have scheduling, academic planning, or other non-technical issues with your online class. You can also contact your online advisor by calling 360-383-3080.

6. Many of Whatcom's online math courses are taught using WAMAP software. When you open your Canvas course, you'll find instructions for logging into WAMAP. Make a note of the **course ID** and **enrollment key** your instructor has provided.
7. Go to the [WAMAP website](#) and set up a user account. Enter the course ID and enrollment key, then click on the name of your course.

How's Your Class Going?

If you're having any technical problems, or if there's something you can't figure out how to do in your online class, hit Reply for assistance from the Student Help Desk!

Using a Mobile Device

Canvas and WAMAP courses aren't designed to be completed on a phone.

You *can* use a phone or tablet for some course activities, but beware: wi-fi signals can drop unexpectedly and disconnect you. And mobile devices sometimes create files that Canvas and WAMAP can't recognize. To be sure the assignments and quizzes you submit actually arrive, we strongly encourage you to use a wired computer for them. If you don't have one at home, you're welcome to use the Student Access Lab in Heiner Center.

Your Student Network Account

Just so you know: you can work on your online or hybrid course at home without going into your student network account.

However, you need your SNA to log into campus computers and the campus wireless network. You *can* use it from home (after you download **VMware**) to get remote access to campus computer resources. It also gives you access to your @student.whatcom.edu email and lots of other things.

Activating your Student Network Account

1. Launch a web browser. Go to the [MyWCC login page](#) on Whatcom's website.
2. Log into MyWCC using your student ID number (SID) and PIN.

3. Follow the prompts to set up a security question and create a password.

Your Student Network Account Username

Your SNA username is in this format (without the commas): first initial, last name, last four digits of your student number. Here's an example: JSmitho401.

Accessing Campus Wi-Fi

To log into the campus wireless network, you'll need your own SNA username and password, plus a security password. You'll find that second password on the My Account page in MyWCC.

Accessing your @student.whatcom.edu email account

Log into MyWCC. Any messages waiting for you in your student email account will show up in the light blue box labeled "...@student.whatcom.edu."

Canvas Student Tour



Check out this tutorial provided by Instructure, the people who wrote the Canvas software.

You can watch the videos and click the links for detailed instructions and tips on making the most of your Canvas classroom.

[Take the Canvas Student Tour.](#)
