



## Welcome to Piedmont Community College Accessing Moodle, Self Service, and Student E-Mail

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### A successful online student need:

**ACCESS**—to a reliable computer and internet connection.

**MOTIVATION**—to do the work and meet deadlines even though the student is not seeing an instructor on a regular basis.

**ABILITY**- to manage time effectively. An online student needs to budget time to work on his/her online class before the semester starts. Because the student is not seeing an instructor on a regular basis, it is easy to forget about the course or make it low priority.

**READING/WRITING SKILLS**—most instructions in an online class will be written, as opposed to a face-to-face class in which much of the instruction is oral. Whereas some assignments in a traditional class might be oral (class discussion, presentations, group projects), most all assignments for an online class will be written.

**BASIC TECHNOLOGY SKILLS**—like using word processing, e-mail, attaching a file to an e-mail, accessing, and using the internet and doing research online.

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### PCC Username and Password:

Refer to PCC webpage for [Account / Login Information](https://piedmontcc.edu/it/it-login-information/) (https://piedmontcc.edu/it/it-login-information/)

- **Username** = combination of first initial, middle initial, last name, last two digits of student ID number. If you do not have a middle initial, you will use only your first initial and last name.
- **Default Password** = first letter of last name (capitalized) second letter (lower case), your birth date (two-digit month, two-digit day, two-digit year) and last four digits of Student ID number.
- **Example:** Sally R. Student, ID# 0123456, 01/02/70  
**Username** is srstudent56      **Password** is St0102703456

Don't Know My Username or Login ID:

Please contact Student Help Desk 336-322-2300 or [Support@piedmontcc.edu](mailto:Support@piedmontcc.edu)

Don't Know My Password:

Please click on the "Reset My Password" link at [PCC Password Portal](https://www.piedmontcc.edu/it/password-reset-portal/) (https://www.piedmontcc.edu/it/password-reset-portal/) and follow the screens.

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### Set up Two-Factor Authentication:

Refer to PCC webpage for [Two-Factor Authentication](https://piedmontcc.edu/it/2fa/) (https://piedmontcc.edu/it/2fa/)

Download app using mobile device's app store [Microsoft Authenticator app](#)

Follow direction in "[Set up multi-factor authentication](https://youtu.be/Q8OzabuNwHI)" video (https://youtu.be/Q8OzabuNwHI)

[Don't have a mobile phone](#) then use "Sign in another way"

Need help with Two-Factor Authentication? Call (336) 322-2300 or email [support@piedmontcc.edu](mailto:support@piedmontcc.edu)

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### How to Log into Your Moodle Course:

Go to PCC's Webpage Online Tools for Moodle link or go to <https://piedmontcc.myopenlms.net>

Click on "Log in" located at the top right and click on "Login via Office 365"

If prompted, sign in using your PCC 365 user account:

- **Username** = combination of first initial, middle initial, last name, last two digits of student identification number. If you do not have a middle initial, you will use only your first initial and last name.
- **Password** = first letter of last name (capitalized) second letter (lower case), your birth date (two-digit month, two-digit day, two-digit year) and last four digits of Student ID number.
- **Example:** Sally R. Student, ID# 0123456, 01/02/70  
**Username** is srstudent56      **Password** is St0102703456

Need help logging in? Call (336) 322-2300 or email [support@piedmontcc.edu](mailto:support@piedmontcc.edu)

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## Welcome to Piedmont Community College Accessing Moodle, Self Service, and Student E-Mail

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### Do this **FIRST!** Complete the **Verify Your Enrollment** Assignment

Locate the Verify Your Enrollment Assignment and answer the one question to officially enroll into the course. It should be within the section "START HERE! Enrollment Verification"

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### Learner Orientation Course for Moodle:

If you are taking an online or hybrid course for the first time at PCC, it is strongly recommended that you complete the **Learner Orientation** course which is located within My Courses menu.

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### Self Service:

Self-Service is an interactive robust web application that enables users to interact with their individual college information. Self Service can be accessed at <https://ss.piedmontcc.edu/>

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### Student E-Mail Accounts with Microsoft Office:

Go to PCC's Webpage Online Tools for Email link or go to <https://portal.microsoftonline.com/>

Your Email Username is different than your Moodle username. It requires your username and **@students.piedmontcc.edu** Sample: **username@students.piedmontcc.edu**.

Your e-mail password is the same as the password you use for Moodle and Self Service.

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### Is my course online?

**Online** courses give students access to their courses 24 hours a day, seven days a week. The instructor provides all materials, course activities, assignments, and discussions in an online environment. The majority of tests are taken online, although some instructors require that tests be taken on campus.

**Online sections are usually indicated by the #s 71 or 72.**

**Hybrid** courses are designed and facilitated so that 51% or more of the experience is online. Hybrids combine face-to-face (or Zoom) classroom instruction with computer-based, online learning. **Hybrid sections are usually indicated by the #s 41, 42, 61 or 62. 41s and 42s are Interactive Television (ITV) courses, which use videoconferencing technology for shared classes. 61C courses usually have one in-class meeting on Caswell Campus and then the rest of the course is online.**

**Blended** courses are designed and facilitated so that 51% or more of the experience is face-to-face. Blended courses combine face-to-face (or Zoom) classroom instruction with computer-based, online learning. **Blended sections are usually indicated by the #s 91 or 92.**

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**An assignment must be completed for each online and hybrid course you are enrolled in before the 10% census date, to remain enrolled in the course. Check Syllabi.**

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### Need Help?

- PCC Technical support or login questions contact the Student Help Desk at **336-322-2300** or [support@piedmontcc.edu](mailto:support@piedmontcc.edu) or come to **G-204**.
- For times when PCC's Distance Learning Help Desk is not open contact 24/7 assistance at 1-**866-852-5588** or <https://help.edusupportcenter.com/shplite/piedmontcc/home> Technicians that respond to this phone number are NOT PCC employees.
- Moodle or Distance Learning questions contact at **336-322-2216** or **336-322-2148** or **336-322-2258** or come to the Learning Commons for assistance with your course.
- The **PCC's Online Tools webpage** provides fast access to the right place for additional information. This includes your email, Moodle, tutoring options, access to your student account, resetting passwords, and more. <https://www.piedmontcc.edu/online-tools/>