



STUDENTS MUST LOG INTO THEIR PCC EMAIL AND SETUP MULTIFACTOR AUTHENTICATION BEFORE ATTEMPTING TO ACCESS ANY OTHER PCC ONLINE SERVICES, INCLUDING MOODLE

Need Assistance:

- Call PCC's Student Support Desk (336) 322-2300 Email support@piedmontcc.edu Location G204
- Assistance 24/7 & holidays: Chat/Tickets <https://help.edusupportcenter.com/shplite/piedmontcc/home> or call 1-866-852-5588 (Technicians are NOT PCC employees.)

PCC Username and Password Format for PCC's Microsoft 365 User Account:

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

- **Username** = combination of first initial, middle initial, last name, and last two digits of student ID number. If you did not provide a middle initial, you will use only your first initial and last name.
- **Default Password** = first letter of your last name (CAPITALIZED), second letter of your last name (lowercase), two digits of your month of birth, two digits of your day of birth, the last two digits of your birth year, and the last four digits of your student ID number.
- **Student ID** = Located on registration, and bill statement. Check personal email.
- **Example:** Sally R. Student ID# 0123456, Birth date is 01/02/70 January 2, 1970
Username: srstudent56 **Password:** St0102703456 **Email:** srstudent56@students.piedmontcc.edu

Need Assistance with Username or Password:

- [Don't Know Your Username](#) (<https://account.live.com/username/recover>)
- [Reset a Forgotten Password](#) (<https://account.live.com/ResetPassword.aspx>)
- [Change Your Password](#) (<https://account.microsoft.com/>)
- Additional Information [PCC Password Portal](#) (<https://www.piedmontcc.edu/it/password-reset-portal/>)

First, Log into PCC Email and Setup Email with Two-Factor Authentication:

Log into [PCC email](#) (<https://outlook.com/piedmontcc.edu>)

- Sign-in requires your username with **@students.piedmontcc.edu**
Sample: **yourusername@students.piedmontcc.edu**
- Refer to PCC webpage for [Two-Factor Authentication](#) (<https://piedmontcc.edu/it/2fa/>)
- Download [Microsoft Authenticator app](#) "Your site" use <https://piedmontcc.myopenlms.net>
- Follow directions in "[Set up multi-factor authentication](#)" video (<https://youtu.be/Q8OzabuNwHI>)
- Don't have a mobile phone then use "Sign in another way"

Second, Log into your Moodle Course:

New students can log into Moodle 14 days prior to the course's start date.

New Users MUST FIRST Open PCC Email and Setup the Email, prior to Using Moodle.

- Go to the [Moodle Login](#) webpage (<https://piedmontcc.myopenlms.net>)
- Click on "Log in" located at the top right and click on the "Moodle Login" button
- If prompted, sign in using your PCC Microsoft 365 user account
- **Your registered course will be visible in "My Courses" on the course's start date after 6:30 a.m.**

Third, Complete the "Verify Your Enrollment" Activity in All Courses!

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

"Learner Orientation" Course in Moodle:

If you are taking an online or hybrid course for the first time, PCC strongly recommends that you complete the **Learner Orientation** course located in Moodle's **My Courses** menu. This course will allow you to learn and practice popular activities and resources.

Welcome to Piedmont Community College

Accessing PCC Student E-Mail, Moodle, Self Service, and Microsoft 365 Tools

Quickly Access the URL to Online Tools from PCC Webpage:

The [Online Tools](https://piedmontcc.edu/online-tools/) link is located at the top of the PCC webpage. (<https://piedmontcc.edu/online-tools/>)

Self Service:

[Self-Service](https://ss.piedmontcc.edu/) is an interactive robust web application that enables users to interact with their individual college information. (<https://ss.piedmontcc.edu/>)

A Successful Online Student Needs:

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 assignments for an online class will be written.

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

Is your 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. Most 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 section numbers of 41, 42, 61 or 62. Section numbers of 41 and 42 are Interactive Television (ITV) courses, which use videoconferencing technology for shared classes. Section numbers of 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 section numbers of 91 or 92.**

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 the course syllabus.

Need Help?

- PCC technical support or login questions contact the **PCC Student Help Desk** at **(336) 322-2300** or support@piedmontcc.edu or come to **G204**.
- For times when PCC's Student Help Desk is not open, please 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.)
- The [Learning Commons](#) is a welcoming space that incorporates distance learning, collaborative work-spaces, resources for research, tutoring and testing, a writing center, meeting and study areas, library instruction, and college events. Verify tutoring hours by checking Learning Commons webpage or calling. **Person County Campus: H100 or (336) 322-4001 Caswell County Campus: K116 or (336) 322-8072** (<https://piedmontcc.edu/student-life/academic-resources/learning-commons/>)