



## Information Technology FAQs

**Username:** \_\_\_\_\_ **Password:** \_\_\_\_\_

*Each student has a unique login and password. Using another person's password or sharing one's own password is unacceptable. Users should not share their password with anyone and those who choose to do so are responsible for the consequences of the use of their password. (Information Technology, Internet and Network Acceptable Use Policy 7.2, Section B6).*

### ***What is my username?***

Your username is your first initial, your last initial, and your student ID number. For example, the username for student John Smith with Student ID 0123654 would be **js0123654**.

### ***What is my password?***

Your initial password will be your capital first initial, lowercase last initial, and your 6-digit birth date. For example, the initial password for student John Smith born on February 14, 1988 would be **Js021488**.

### ***What is my email address?***

Your email address is your [username@st.robeson.edu](mailto:username@st.robeson.edu). For example, the email address for student John Smith with username js0123654 would be [js0123654@st.robeson.edu](mailto:js0123654@st.robeson.edu).

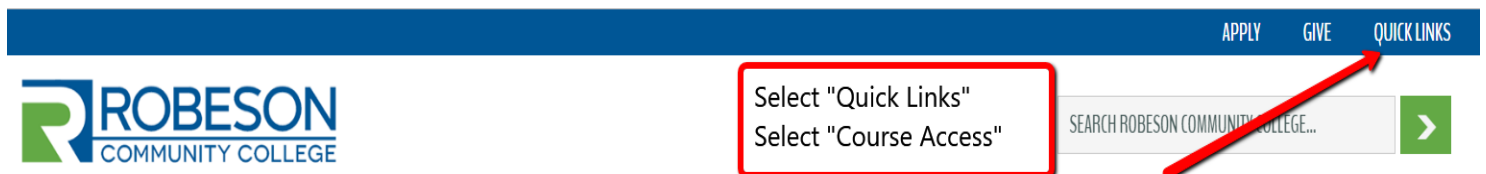
### ***When can I log in?***

**It takes at least 24 hours after your RCC application has been processed and accepted for your account to be created.**

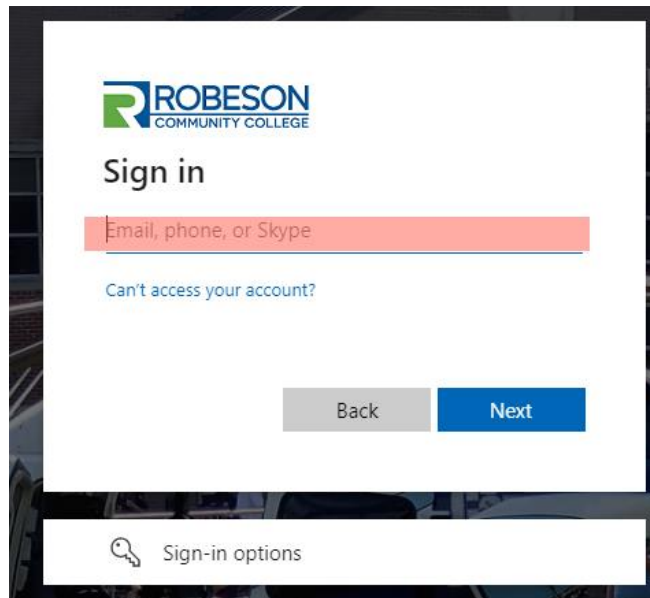
**Step 1: Visit <http://www.robeson.edu/>**

### **Step 2: Course Access**

***How do I log in to Course Access?*** Select the Quick Links link on the home page and select Course Access. On the Course Access (Open LMS) login page, click on Log in in the upper right-hand corner and enter (if prompted) your email address and password. For example, student John Smith with username js0123654 and initial password Js021488 would log in with username **js0123654@st.robeson.edu** and password **Js021488**.



**For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.**

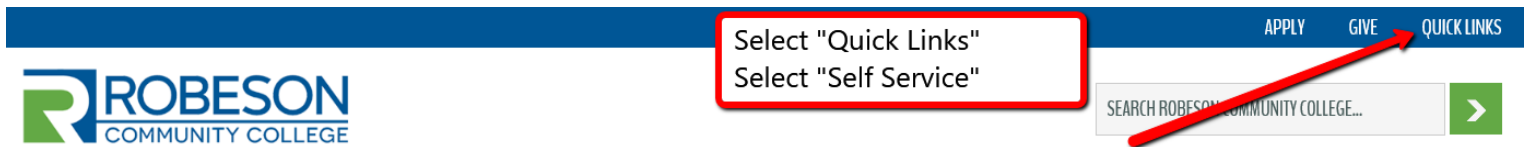


**\*If you have not registered for classes, you will not be able to log in to Course Access.**

### Step 3: Accessing Self Service

#### *How do I log into Self Service?*

Select the Quick Links link on the home page and select the Self Service.

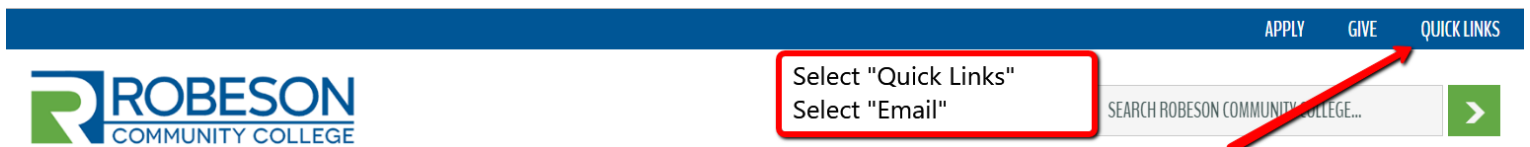


On the next screen, you will enter your email address and your initial password and click Sign In. For example, student. John Smith with username js0123654 and initial password Js021488 would log in with username **js0123654@st.robeson.edu** and password **Js021488**.

### Step 4: Outlook (Student Email)

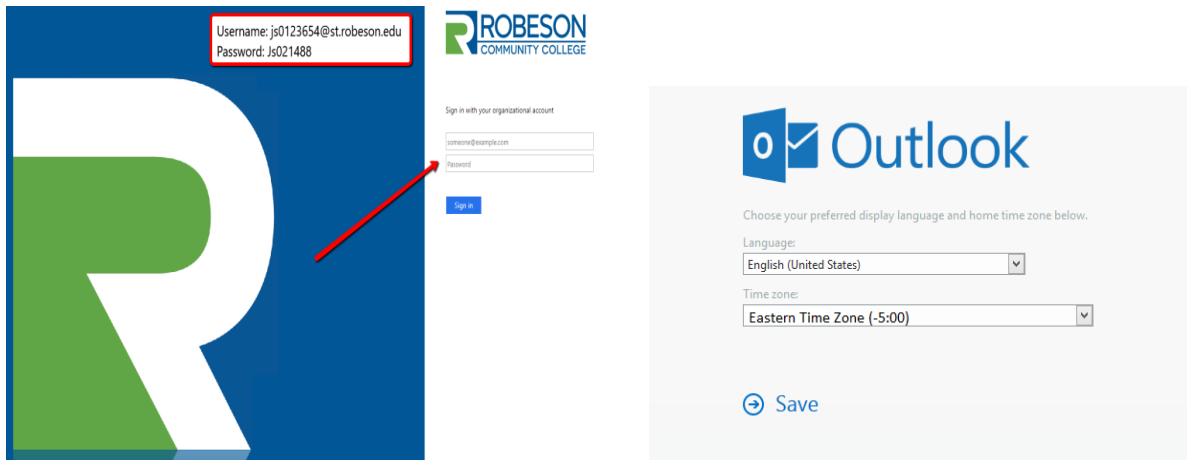
#### *How do I log into my Email?*

To log into your email, click on Quick Links and select Email.



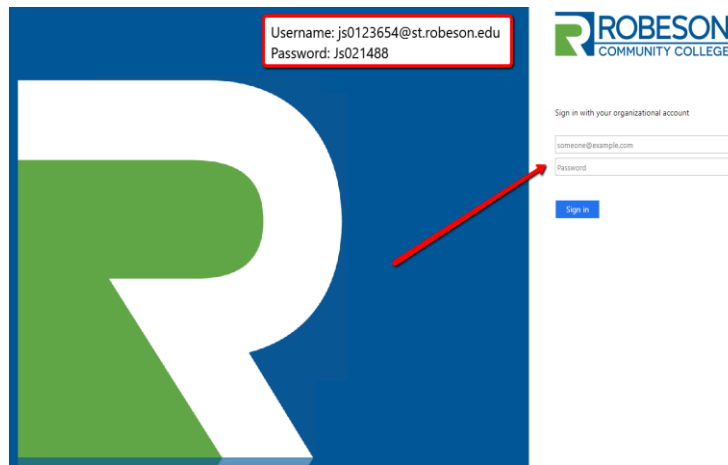
On the next screen, you will enter your email address and your initial password and click Sign In. For example, student. John Smith with username js0123654 and initial password Js021488 would log in with username **js0123654@st.robeson.edu** and password **Js021488**.

**For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.**



## Step 5: MyRCC Portal

***How do I log in to the MyRCC portal?*** Select the Quick Links link on the home page and select My RCC. Your username will be your email address and your password will be your initial password. For example, student John Smith with username js0123654 and initial password Js021488 would login with username **js0123654@st.robeson.edu** and password **Js021488**.



## Can't Log in?

***I can't login or I forgot my password, what do I do?***

You will need to log in to **password.robeson.edu**.

If your password has expired, you can reset it on this site. You should receive notification through email your password is about to expire beginning 10 days before expiration. Be sure to check your email daily. If you can't remember your password to log in, then Click on **Forgot/Unlock Password** to reset your account using your security questions.

If you are unable to reset your account from this site, you may also request assistance by calling the ITHelpDesk @ 910-272-3566 or by visiting them in Building 13. To maintain security, you must provide a picture ID, RCC student identification number and/or birthdate for verification before account information is provided.

**For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.**

You will log in using your username and password. For example, John Smith with username js0123654 and initial password Js021488 would log in with username js0123654 and password Js021488.

Once logged in, be sure to answer the 3 security questions to register. After being logged in you have the option to add your phone number to reset your account via text instead of answering security questions.

Username

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

**For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.**