



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. For example, the email address for student John Smith with username js0123654 would be 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.

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. To revisit this site go to password.robeson.edu.

SELF SERVICE ENROLLMENT

Please enter your current password to continue self-service enrollment.

Username

Password

[Continue](#)

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

Username

-- Please choose a question --

-- Please choose a question --

-- Please choose a question --

ENROLLMENT - MOBILE PHONE

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** suppress reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Username: teststudent2

Password: ●●●●●●

Country: United States

Phone Number: |

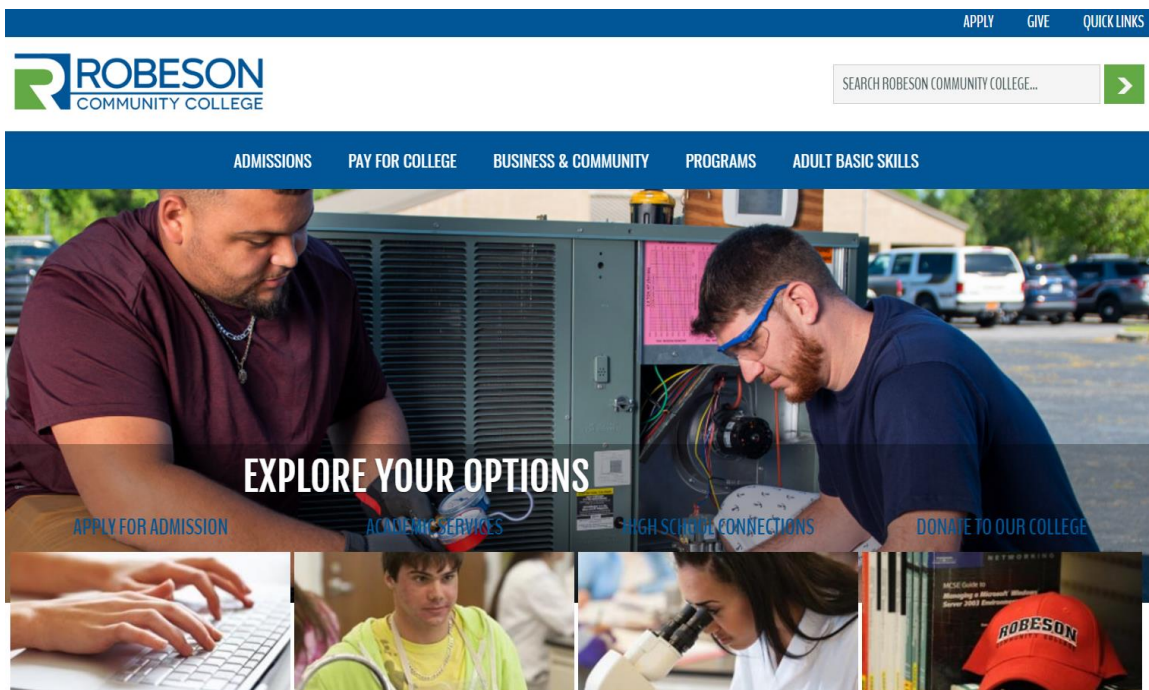
Phone Provider: Verizon

Permanently Suppress Reminders

Continue

Skip

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



Step 2: 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**.

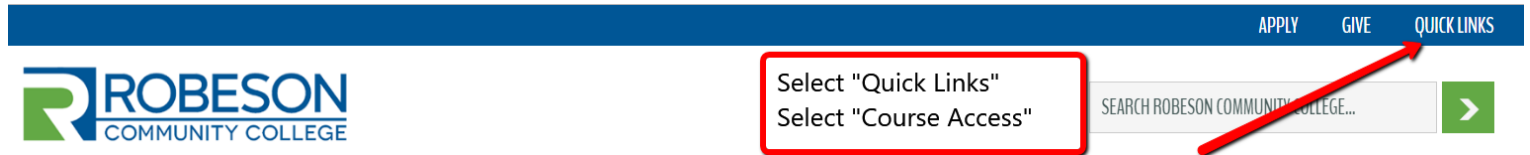


For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.

Step 3: 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 your username and initial password. For example, student. John Smith with username js0123654 and initial password Js021488 would log in with username **js0123654** and password **Js021488**.

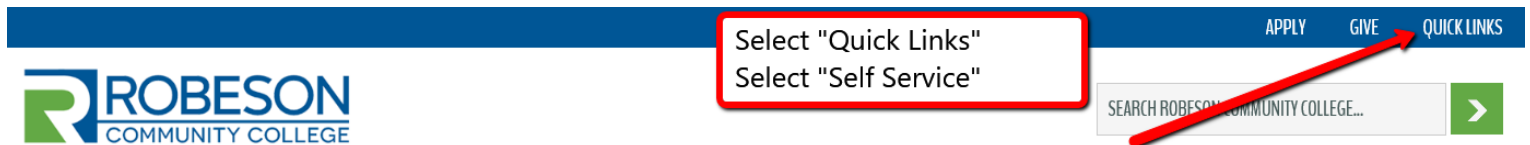
***If you have not registered for classes, you will not be able to log in to Course Access.**



Step 4: Accessing Self Service

How do I log into Self Service?

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

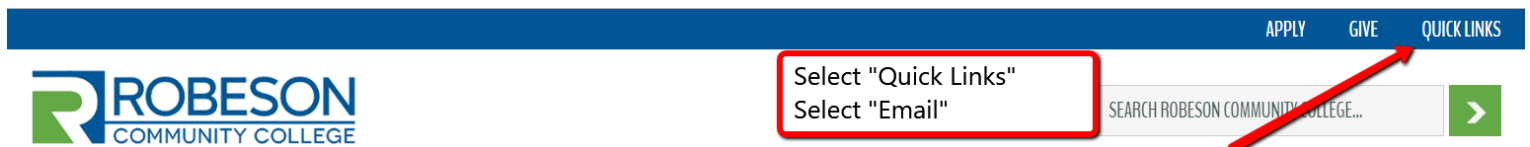


You will use your username and initial password. For example, student. John Smith with username js0123654 and initial password Js021488 would login with username **js0123654** and password **Js021488**

Step 5: 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.

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, this will reset it for you. You should receive notification through email your password is about to expire beginning 10 days before expiration. Be sure to check your email. 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.