

### Student Login Information

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All technology services can be accessed through the links at the top of the WCC website at <https://www.wilsoncc.edu>.

**Username** - firstname initial, lastname initial, last four digits of WCC Student ID number.

**Example Student:** Jane Doe ID#: 0123456 DOB: 5/24/78

**Moodle Username Example:** jd3456

**Email Username Example:** jd3456@my.wilsoncc.edu

**Default Password** - uppercase first letter of lastname, lowercase second letter of last name, 6-digit birthdate.

**Default Password Example:** Do052478

*\*The college requires students to change their password at first login and every 90 days thereafter.*

**Note:** Your WCC Student ID can be found on your registration form, schedule, or Student ID card.

### Technology Support Services

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- **Password Resets:** You can reset your password at <https://reset.wilsoncc.edu/>.
- **On-Campus Support (M-Th 8:00-5:00):** [support@wilsoncc.edu](mailto:support@wilsoncc.edu) or 252-246-1224 or stop by A106.
- **24/7 Remote Support:** visit <https://help.edusupportcenter.com/shplite/wilsoncc/home> or call 252-246-1224, if on-campus support is not available, calls will be routed to a remote support technician.

### Office 365 and Student Email

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- Office 365 provides students with a College Email account, 1 TB of OneDrive cloud storage, and 5 free downloads for Office 365 applications (Word, Excel, PowerPoint, Outlook, OneNote, and Skype).
- Students are required to use their College Email account to communicate with instructors.
- Students should check their College Email every day.
- College Email can be setup on mobile devices by downloading the Outlook app.

### Student Planning

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Student Planning allows students to perform the following tasks:

- Plan, register, and pay for classes.
- View final grades, GPA and Program of Study information before meeting with an advisor.
- Accept Financial Aid awards and view account information.
- Print and view semester schedules and unofficial transcripts.

### Moodle and Online Learning

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- Moodle is where students login to access coursework and complete course evaluations for curriculum courses.
- Internet access is required for all curriculum courses.
- Courses will be available in Moodle on the first day of the semester by 8:00 a.m.
- **Enrollment Verification** – All students taking online or hybrid courses must complete an Enrollment Verification Activity by the census date, in each course, in order to verify enrollment and remain in the course. The census date will be clearly posted in each course. Failure to complete an activity in Moodle by the census date will result in being dropped from the course.
- Some courses may require proctored testing, proctoring is available on campus or can be arranged at off campus locations. More information will be provided by your instructor.
- **Moodle 101 Student Training** is recommended for all students to become familiar with how to navigate and submit activities through Moodle. Go to <https://moodle.wilsoncc.edu>, login, and click the *Moodle 101 Student Training* course.

### Campus Alerts

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- All registered students are added to the college alert system to receive inclement weather, emergency, and campus notifications at their college email address, and text messages and phone calls to any phone numbers on file with the College.
- Students may opt-out of receiving text and phone alerts by replying STOP to a text message or by updating contact info at <http://www.wilsoncc.edu/alerts>. Note that opting out is not advised for current students, as emergency notifications may not be received in a timely manner if a student has opted out of phone and text alerts.