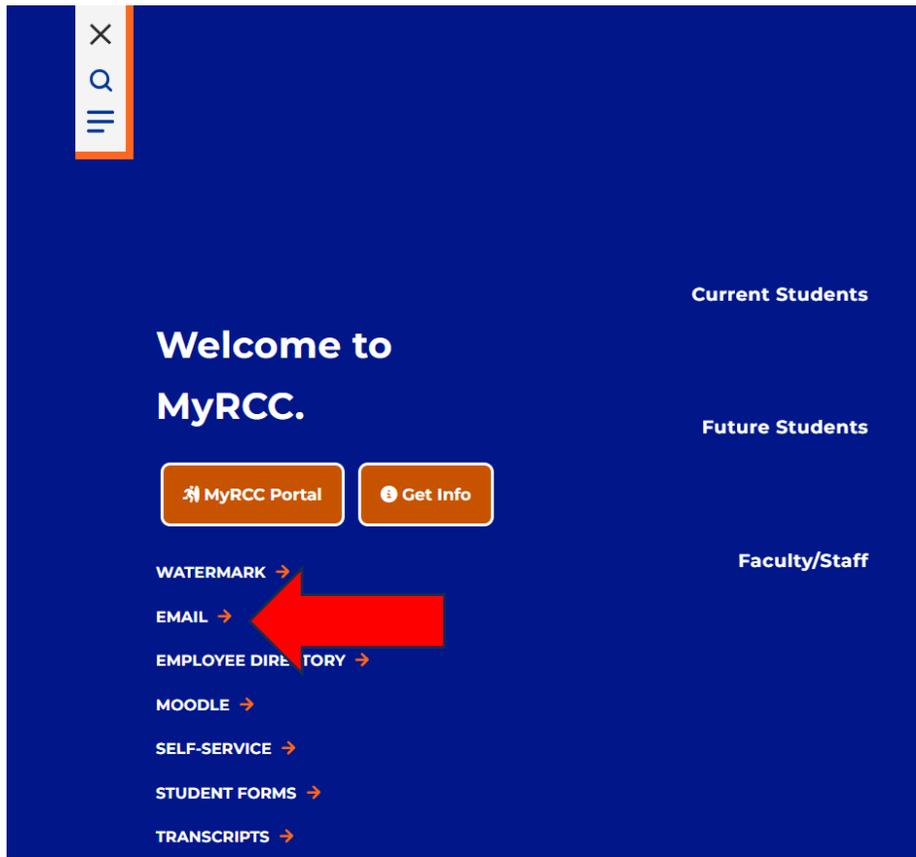


RCC Technology Jump Start

1. Log in to your MyRCC email account. Click on the circle with the person at the top left of the RCC website: www.randolph.edu



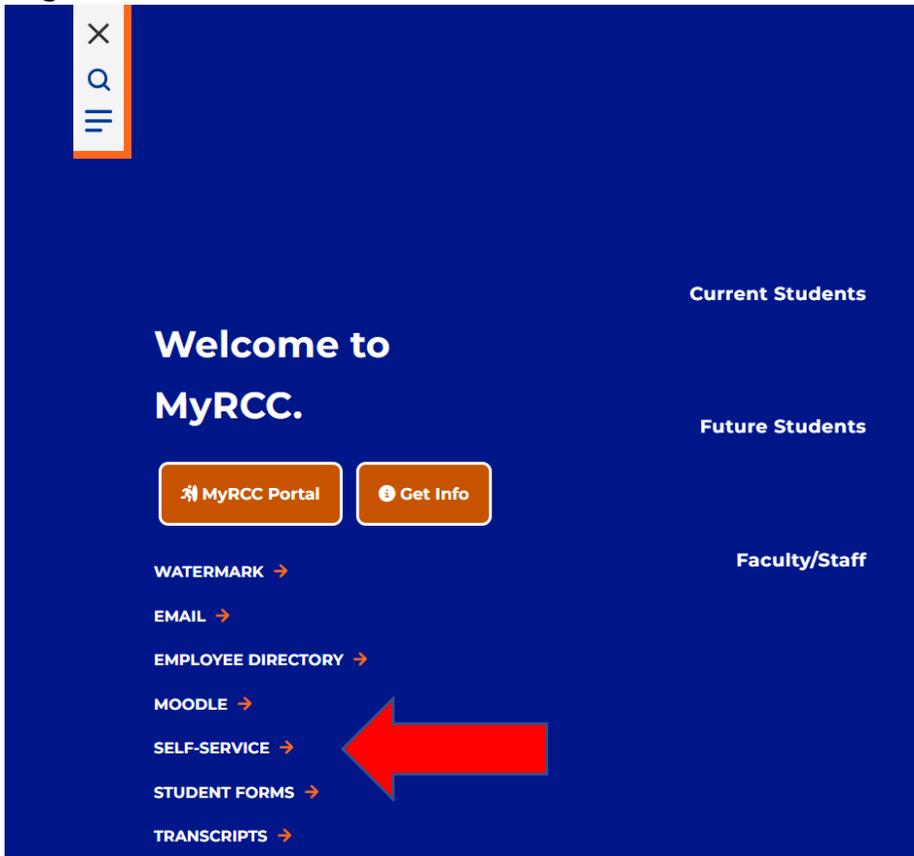
Choose Email



Enter your MyRCC username and password. Your MyRCC username and password are automatically created for you. Your Student Success Counselor will give you your username.

Your initial password will be the first letter of your last name in UPPERCASE, the second letter of your last name in lowercase and your six-digit birth date. (Example: Mary Jane Smith with a birth date of March 17, 1998, would have a password of Sm031798). If you have any questions or issues, call the Computer Services Help Desk at 336-625-1573.

2. Log in to Self-Service.



Your username for Self-Service is the same as your username for your MyRCC email account, but without @students.randolph.edu. Your password for all of your MyRCC accounts is the same.

Visit your User Profile page in Self-Service by clicking the circle with the person at the bottom of the gray icon bar on the left side of the page.

The screenshot shows the Randolph Community College Self-Service portal. At the top, there is a navigation bar with the college logo, a user profile icon, and links for 'Sign out' and 'Help'. Below the navigation bar is a warning message: '- Please visit your User Profile page and confirm or update your non-RCC email address(es). Having a personal email address on file allows for easier forgotten password assistance. -'. The main content area starts with a welcome message: 'Hello, Welcome to Self-Service! Choose a category to get started.' Below this is a 'Notifications' section with a table:

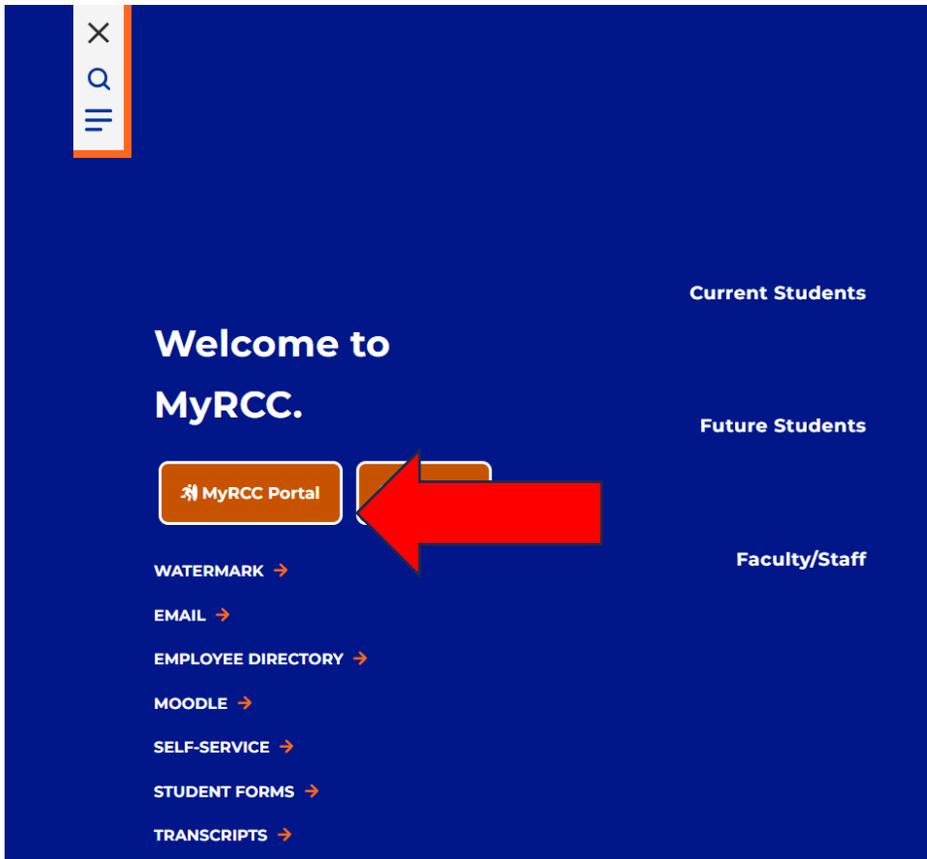
Title	Details	Link
Career Survey Needs Completing	Please be sure to complete your CSI-Career Survey!	CSI-Career Survey

Below the notifications are several service tiles: 'Student Finance' (view latest statement and make a payment online), 'Financial Aid' (access financial aid data, forms, etc.), and 'Student Planning' (search for courses, plan your terms, and schedule & register your course sections). A red arrow on the left points to the user profile icon in the navigation menu.

Choose User Profile, then edit or confirm your address, email address(es), and phone number(s).

You can click “Student Planning” from the main menu screen in Self-Service to see your class schedule and register for future semesters. You can click on “Financial Aid” to sign off on your award letter and find financial aid information.

3. Log in to Moodle using the same username and password you use for Self-Service. If you receive an error message when attempting to log in to Moodle, you may need to reset your password, then try again. To reset your password, click on the orange MyRCC Portal box after clicking on the circle with the person at the top left of the RCC website homepage, then choose RESET YOUR PASSWORD on the right.

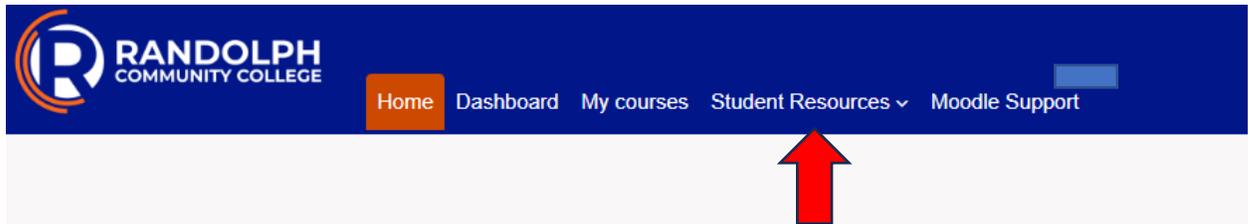


MyRCC Portal

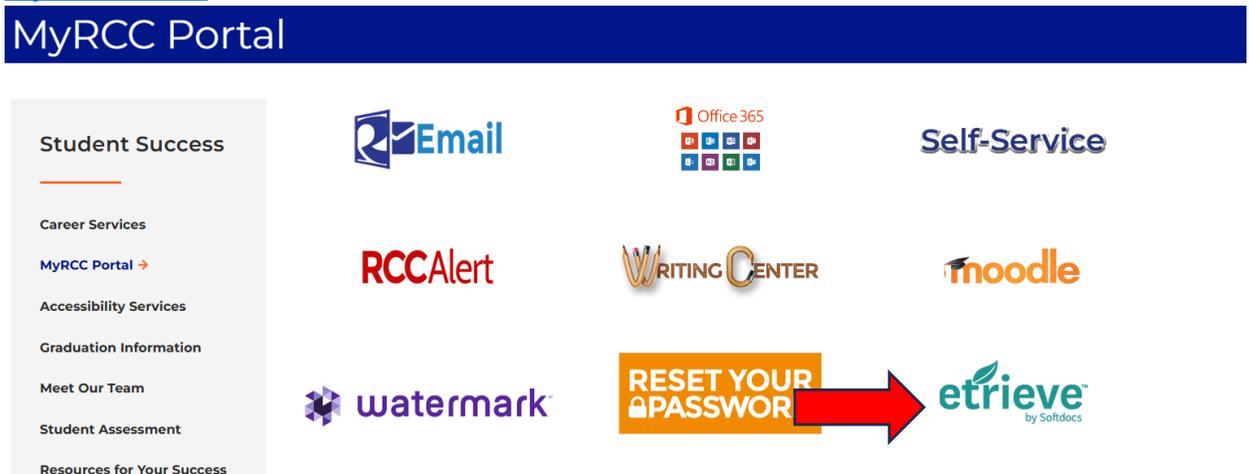


Choose Enroll/Update Account, enter your current username and password, set up security questions/answers, then choose Change Password. If you are still unable to log in to Moodle after changing your password, please call the Computer Services Help Desk at 336-625-1573.

- After logging into Moodle, click on Student Resources at the top to enroll in Moodle Basics. Review Moodle Basics before classes begin to learn how to navigate in Moodle, submit assignments, participate in discussion boards, and more.



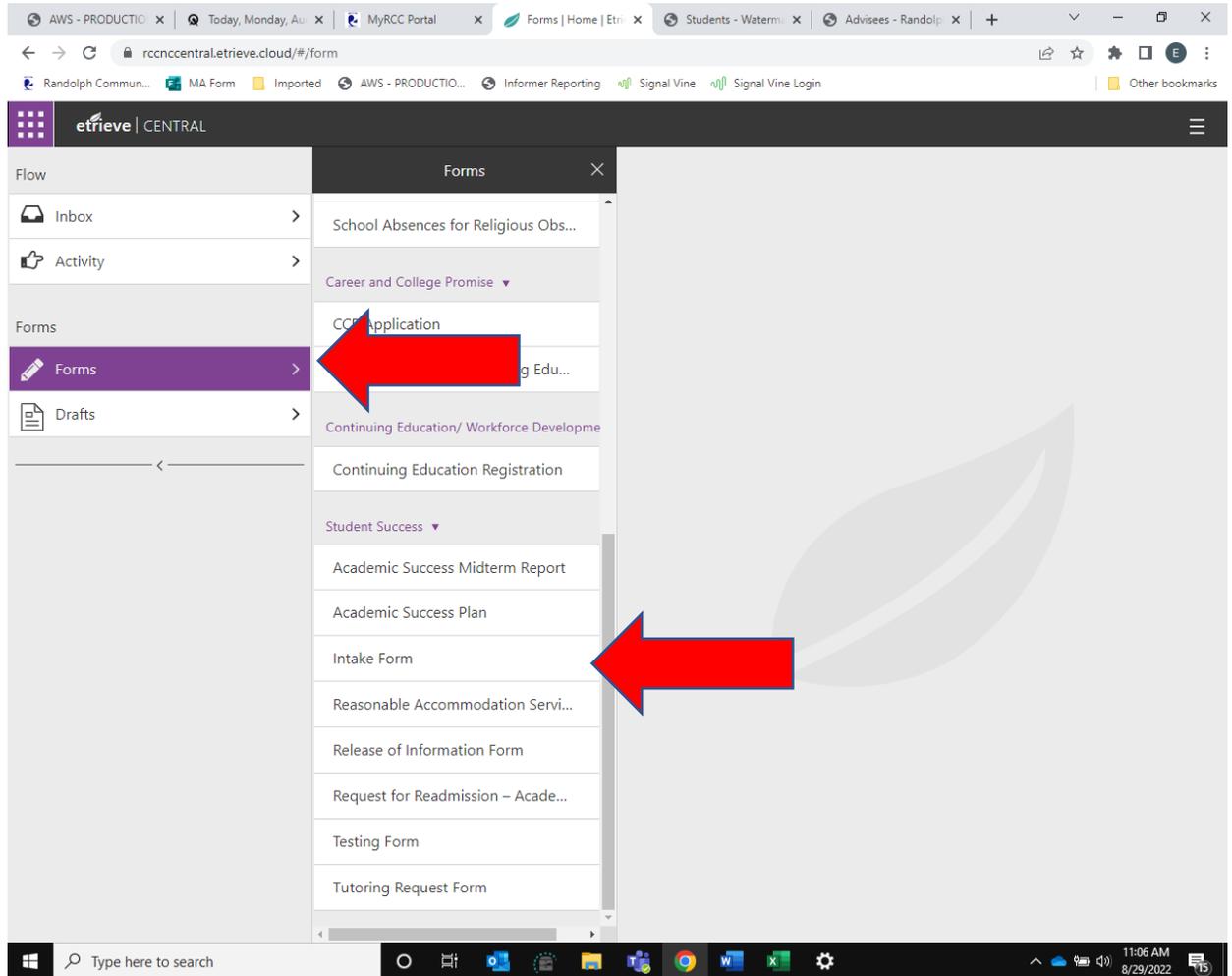
- Log into Etrieve and complete the Intake Form. Etrieve is found on the [MyRCC Portal](#):



Enter your MyRCC email address.

A screenshot of the Etrieve sign-in form. At the top is the Etrieve logo. Below it is the text 'Sign-in'. There is an 'Email' label above a text input field containing 'hame@example.com'. Below the input field is a blue 'Continue' button. Underneath is a horizontal line with the text 'or sign in with'. Below that is a text input field with the Google logo and the word 'Google'. At the bottom, it says 'Powered by frontegg'.

If you log in with Google, you will not have access to all student forms. You should then see the Etrieve inbox page. Click on Forms, then scroll down to Student Success and choose Intake Form.



Complete the form (you can find your Student ID by clicking on the User Profile in Self-Service; your student ID will be listed under your name at the top left), type your name in the Student Signature blank, then click Submit To on the gray bar at the bottom of the form. Click on Flow-Student Success and choose your Counselor or Coach's name from the list, then click Send to Selected.

Thank you for completing the RCC Technology Jumpstart! Please see below for information about Watermark, which can be accessed from the app or from your computer through the MyRCC Portal. Watermark makes communication and appointment scheduling with your Success Team easy!

Academic Information in the Palm of your Hands

The Watermark mobile app is a simple and convenient way to access your RCC academic information and communicate with your Success Team!

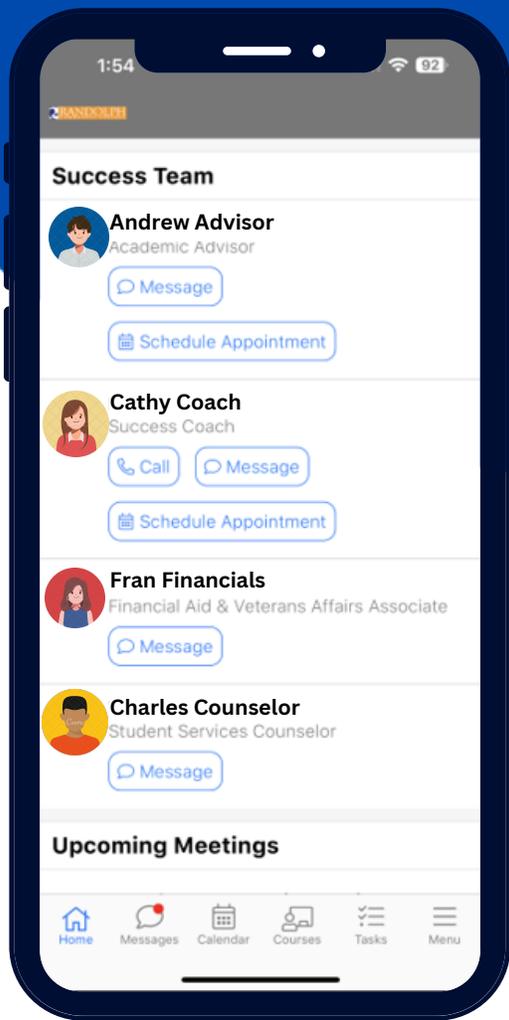
Download the App!

1. Download the Watermark Student app from your phone's respective app store.



Watermark Student
Education

2. Click on the 'Login with Watermark' button.
3. Enter your school email address.
4. Login with the username and password that you use for all other RCC applications - Moodle, email, etc.
5. Click on 'Authorize' to allow the app to access your account.



View your Schedule

- Click on the 'Calendar' icon at the bottom of the screen
- Your courses and any upcoming meetings will be visible in an easy-to-read, block format.



Schedule a Meeting

Advisor & Success Coach

1. From the Home screen, click on 'Schedule Appointment.'
2. Complete the subsequent screens by choosing your desired options.

Instructor

1. Click on the 'Calendar' icon at the bottom of the screen.
2. Click on the '+' in the upper right-hand corner of the screen.
3. Complete the subsequent screens by choosing your desired options.

Financial Aid & SS Counselor

- Continue using the RCC website. Click on their name to schedule an appointment.
 - SS Counselor: <https://tinyurl.com/ycxdsdek>
 - Financial Aid: <https://tinyurl.com/2sj39hta>



Send a Message

Success Team

- From the Home screen, click on 'Message' in their profile block, compose the message and send.

Instructor

- Click on the 'Courses' icon at the bottom of the screen.
- Click on the course the instructor you want to message is teaching.
- Click on the instructor name.
- Compose your message and then send.

Anyone

- Click on the 'Messages' icon at the bottom of the screen
- Click the '+' on the bottom right-hand corner of the screen.
- Select or search the name of the person you want to message.
- Compose your message and send.



Access Your Academic Info

- Click on the 'Menu' icon at the bottom of the screen
- A wealth of information, including your transcript, will be easily accessible by simply clicking on what you'd like to see.