



Moodle & Online Courses FAQs

Welcome to Helena College and to Helena College Online, our virtual campus! We are excited to have you. Students often have many questions about Moodle, the virtual campus, so here is a list of frequently asked questions to get you started.

Can I use Internet Explorer, Safari, or Chrome?	No. You need to use Mozilla Firefox. You can download Mozilla at http://www.mozilla.org/en-US/products/ . It is a free download.
When are my courses available?	The first day of the semester. However, the Moodle Essentials for Students course and the Online Student Fundamentals course will be available to you the week prior. See "Get Started Online" inside Moodle to learn more.
Where do I login?	Go to www.umhelena.edu and click on 'Moodle' in the top gray bar. This will take you to the login page.
How do I login?	At the login page, click on Net ID and then enter your Net ID and password. If you are a new student, you'll need to activate your NetID. You can do that here: https://login.umhelena.edu/cas .
What if I forgot my Net ID or password?	Lookup NetID here: https://pwm.umhelena.edu/pwm/public/ForgottenUsername? Forgot Password link here: https://pwm.umhelena.edu/pwm/public/ForgottenPassword
I'm in Moodle, now what?	Click on "Get Started Online." This will give you a tutorial on online classes, what skills and technology is needed, what to expect and what to look for with your online courses. This is a required first assignment for many online or hybrid classes.
What if I need Moodle Help?	No problem. First find the Moodle Help link on every page within Moodle. This opens the Moodle Essentials for Students course. The majority of your questions can be answered here.
I still need help with Moodle or logging in. Who do I call?	Contact IT at 447-6960.
How do I check my student email?	Go to http://umhelena.edu/ . Click on Student Email in the top gray bar.
Do I have to use the student email?	Yes. It is the policy of the school.
Do I need to be good at technology for an online class?	To some extent, yes. You should be pretty comfortable with: <ul style="list-style-type: none"> • Using a word processor like Microsoft Word. • Creating, organizing and locating files on your computer. • Using the internet.
I need special accommodations. Who do I talk to?	Students with physical, cognitive, or learning disabilities who seek accommodations should contact the Disability Services Director, Ernie Biller. His number is 447-6952.