Online Courses
Online courses provide busy people the opportunity to fit education into their lives. Most online course students report convenience as the top reason they selected a distance learning course.

Are you ready for an online class?
You will be most successful in an online course if you are:
- Self-motivated and adaptable
- Can follow written instructions
- Able to dedicate time to your coursework
- Comfortable communicating in writing
- Not intimidated by computers, email, or other communication technologies

Getting Started with Online Classes
You are enrolled in an online course. Now what?
- Be certain to purchase materials for the online course.
- If this is your first online course, you are required to participate in an orientation session.
- Visit your instructor’s webpage.
- Check your IVCC email account.
- Log into your course (via Blackboard or the program specified by the instructor’s webpage) on the first day of class.

For more detailed information, visit www.ivcc.edu/DL, then select Online Courses.

About the Student Help Desk
The Student Help Desk is a division of IVCC’s Learning Technologies Department. Our goal is to provide students with academic assistance and support when using technology. We help students navigate through the various computer applications necessary to complete their assignments. We customize our assistance according to a student’s technological skill level.

The Student Help Desk, Peer Tutoring, and the Writing Center are located in the Learning Commons, D-201. Hours vary for each department.

Student Help Desk Hours
Fall/Spring
Monday - Thursday: 8:00 AM - 8:00 PM
Friday: 8:00 AM - 4:30 PM
Summer
Monday - Thursday: 8:00 AM - 7:00 PM
Friday: Closed

Hours will vary between semesters.

Tech Tips for a Successful Semester
- Be able to log into all computer systems before the first day of classes: Network, Email, WebAdvisor, and Blackboard.
- Memorize your K-number and your seven-digit student ID number.
- Keep your passwords safe.
- Check your IVCC email daily.
- Explore and get to know the IVCC Website.
- Buy a flash drive and back up your work. Remember, you can also save to your U-drive or OneDrive, but best to save in two locations.
- Get to know the Office 365 apps within your IVCC Office 365 Student Email. This offers another location to save your work.
- When you are on a campus computer and need to step away for a minute, use Ctrl+Alt+Delete to lock your computer. Only you can unlock it with your password.
- Allow plenty of time for printing handouts or papers before class.

About the IVCC Website
The IVCC website is a resource of valuable information for IVCC students. The IVCC home page is www.ivcc.edu.

Student Help Desk
The Student Help Desk is your one-stop shop for IVCC’s interactive web services and technology assistance. Visit www.ivcc.edu/studenthelpdesk or click on the Student Tech Support link from the IVCC home page.

K-Number
Students enrolled at IVCC are issued a K-number that serves as their username for the various computer systems used at IVCC.

Finding your K-Number
You can find your K-number on your IVCC Student ID card or by using WebAdvisor. From WebAdvisor’s Main Menu, click the What’s My User ID link. Follow the on-screen directions and your K-number will be displayed. Student ID cards are issued by the Office of Admissions, and your first ID card is free.

Finding your 7-digit Student ID Number
You can find this number on your Student ID card (in purple), on your class schedule, or on your billing statement.

IVCC uses an App? Yes, we do!
It’s Ellucian GO
Use this app to access:
- WebAdvisor
- Student Email
- Blackboard
- Campus Maps
Log in with your WebAdvisor credentials.

Questions? Contact the Student Help Desk
815-224-0318

Contact the Student Help Desk
815-224-0318
**Passwords**

Instructions on how to set up accounts:

**Network**—Initial login:
- **Username**: is your K-number
- **Password**: is your 7-digit student ID number
- You will be prompted to create a new password, 6+ characters in length.
- You can also change your password at anytime by logging in and using Ctrl+Alt+Delete.

**Wi-Fi Access**

Once your Network password is created, you can access the IVCC Wi-Fi using the Network login credentials. The wireless service is supported across campus.

**Student Email**—Initial login:
- **Username**: K-number@office365.ivcc.edu
- **Password**: EaglesXXXXXXX (Xs are your 7-digit student ID number)
- **New password**: 8-16 characters in length, containing three of the following:
  - Uppercase letter
  - Lowercase letter
  - Number
  - special character

To set up your self-service email password reset, go to [www.ivcc.edu/studentemailpassword](http://www.ivcc.edu/studentemailpassword). Log in using your IVCC email username and password, and follow the prompts.

**WebAdvisor**

- **SET UP YOUR ACCOUNT**—use this link to set up your permanent password. Your K-number will be your User ID and must be entered using all capital letters. You must follow the prompts to set up your password (6-9 characters, containing letters and numbers).

- **What’s My Password**—if you have forgotten your password, you can reset your password by using this link and following the on-screen directions.

**Blackboard**

- **Username**: is your K-number
- **Password**: is your 7-digit Student ID number
- **Wish to change your password?** Log into Blackboard, under **Tools**, choose **Personal Information** followed by **Change Password**.

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**Technology at Jacobs Library**

Visit the library at [www.ivcc.edu/library](http://www.ivcc.edu/library) or in A-201. Have your IVCC student ID card at hand.

- Research on- or off-campus using online journal databases and e-book collections.
- Find books and renew materials online through the library catalog.
- Request books from I-Share libraries through the library catalog. Pick them up at IVCC’s Main Campus or Ottawa Center.
- Cite sources using NoodleTools.
- Use the library’s computers or connect wirelessly with your own.
- Check out a laptop to use in the library.
- Use streaming videos and e-reserves for class assignments.
- Scan to USB, email, printer, and smartphones/tablets.
- Get research assistance: Chat online, text 815-605-0482, email jacobs_library@ivcc.edu, call 815-224-0306, or use the online guides and tutorials.
- Access library resources off-campus by clicking on a database link. When prompted, enter your full 14-digit student ID number and last name.

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**The Learning Commons**

The Learning Commons computer lab, located in D-201, is an open-lab environment with 53 Windows PCs and 2 Macs. All students are encouraged to utilize the resources and ask the staff for assistance! The computers are connected to a print release station and print to a black and white printer. A scanning station is also available—scan to USB, email, printer, and smartphones/tablets.

**Quick Print Stations**

The Learning Commons has two Quick Print Stations, which allow students to print in black/white or color from a USB drive or online program without first logging into the Network. Great while in a hurry!

**Specialized Software**

The computers in the Learning Commons are equipped with the same software used in classes. Students requiring specialized software have priority at the following banks:

- **Bank 2** MS Office 2016
- **Bank 3** Cad Software, MS Office 2016
- **Bank 4** German Language and Inspiration
- **Bank 7** QuickBooks

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**Student Life Center and Cyber Café**

The Student Life Center and Cyber Café have computers available for student use. Students can send print jobs from these computers to the Learning Commons’ or Jacobs Library’s print release stations. The print jobs will be held in queue for 45 minutes, then will be purged.

- Black and white prints are 5¢ each at the Learning Commons and Jacobs Library.
- Color prints can be printed in the Learning Commons for 25¢ per page.

These two locations, Student Life Center and Cyber Café, also have charging stations with both outlet and USB ports for students to bring their own devices.

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**Wireless Printing**

Wireless printing from your mobile devices is available for 5¢ black/white, or 25¢ color, per page. Printing is limited to MS Office documents and PDFs. Print jobs are stored for 45 minutes—after this time has passed, they will automatically be deleted.

- Go to [https://papercut.ivcc.edu:9192/app](https://papercut.ivcc.edu:9192/app)
- Log in with your Network credentials
- Pick a printer (either the Learning Commons, Jacobs Library, or the Ottawa Center)
- Follow the prompts to upload an Office document or PDF and submit
- Go to the Print Release Station, log in, and release