

Helpful Tips

Assistance:

Assistance

If you are **unable to log into the Online course** on the first day of class

• Email or Call:

- Your Instructor
- Support Help Desk - 24/7
866.834.8920 or submit a ticket
- Distance Learning at 828.652.0651
support@go.mcdowelltech.edu

Student Password Reset / Issues Open LMS

Password Reset

• Reset password link is available on Open LMS

- To maintain security protocol when resetting password please be prepared to provide identifying information:
 - Full Name
 - MTCC Student ID Number (**do not share this account information**)
 - Date of birth or physical address

Tutoring Service:

Tutoring

- ARC Lab (Academic Resource Center) is located in Bldg 11 above the library. Tutoring services are available for all MTCC students

IMPORTANT:

Important

- Login and work twice a week to document “attendance” or you may be dropped without a refund
- A RECENT introduction to computer classes is strongly recommended
- You are required to have access to the appropriate technology

Attendance Policy

Enrollment is established when a student logs in to Open LMS and **submits** work via an enrollment quiz, syllabus quiz, or discussion board within the ten percent mark of the term. When a student has missed the deadline, he or she may be automatically withdrawn from the course.

You must login **twice a week** and complete work to document “attendance” or you may be withdrawn without a refund.

***MTCC Charges no student fees solely associated with Distance Learning courses.*

****If a course does not display in Open LMS contact your Instructor or Distance Learning.**

Open LMS App – download from the Play Store or App Store for use during the semester.

Distance Learning

support@go.mcdowelltech.edu
828.652.0651

Open LMS Support - 24/7

866.834.8920
<https://help.edusupportcenter.com/shplite/mcdowelltech/home>



54 College Drive
Marion, NC 28752
www.mcdowelltech.edu
828.652.6021



Distance Learning

Open LMS

An Online Learning Management System


OPENLMS



GMail

Online Classes will be available
“First Day of Classes”

Log-In to MTCC Gmail

1. **Launch your web browser** (ex. Firefox, Chrome, or Safari).
2. Type: www.mcdowelltech.edu
This is McDowell Technical Community College webpage
3. Click **Gmail link, top right:** 
 - OR Type <https://accounts.google.com/>
4. Click in the **Username box:**
User Name:
First Letter of First Name
First Letter of Middle Name
Last Name and the
Last two digits of your Student ID
then add **go.mcdowelltech.edu**
5. Click **Next**
6. Click in **Password box:**
Type 0+student ID (adding preceding 0s, has to be 8 digits)

Example:

Jane Mary **Donavan** | Student ID 123456 User: **jmdonavan56@go.mcdowelltech.edu** Pass: **00123456**

7. Click **Sign In**
8. Click **Accept** under **“Welcome to your New Account”**
9. Create a new password prompt will appear
10. Click **Apps Icon - nine circles** in upper right corner to access email
11. Click **Mail** Icon to view your emails
Click **Calendar** Icon for MTCC Dates

GMAIL is available to ALL MTCC Students

****ADD a RECOVERY PHONE OR EMAIL****

Note: Google docs is available and free

Open LMS Orientation

Online Orientation

1. Type: www.mcdowelltech.edu
2. Click **Program & Classes**
3. Click **Distance Learning**
4. Click **Open LMS Online Orientation**
5. **Read the Orientation Document**
 - Additional information on this page
6. **Log into Open LMS** to gain access to your Online Courses

In Person Orientation

Takes place during the **New Student Mandatory Orientation** (see dates to remember) for days and times each semester

Online Course Codes

Online – Students must login in on a regular basis to keep up with course requirements, due dates, etc.

- **Online code: 050-058 Example: PSY-150-50**

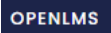
Hybrid – combine both in person and online learning. **Instructors will cover online information the first day of your seated class, you do not** need to complete an orientation.

- **Hybrid code: 020-029 Example: PSY-150-20**

Instructor Contact

1. Click **McDowell Tech home page**
2. Click **About** link
3. Click **Staff Directory**

Log-In to Open LMS

1. **Check your MTCC Gmail** account for the username and **temporary password to login to LMS** for the first time. May have to search “password”.
Next:
2. **Launch your web browser**
3. www.mcdowelltech.edu - enter the server URL in the address line
4. Click the **Open LMS** link 
OR
<https://mcdowelltech.mrooms.net>
- **Direct Link always works –**
5. Click **Username**
6. **User Name:**
First Letter of First Name
First Letter of Middle Name
Last Name
Last two digits of your Student ID
Example: jmdonavan56
7. **Password:**
Enter the temporary password **provided in your EMAIL if first time** (You may have search your email)
OR the password you created in the prior semester
8. Click **Log in**
When you have successfully logged into Open LMS
9. Click **My courses (upper right corner)**
10. Click **Courses Tab**
11. Click a **course tile** to enter a course
Forgotten your username or password?
 - Click the **link to reset**
 - **Search by Username or Email address**
A **RESET** is sent to **MTCC Gmail Account**