As a student at La Roche College you will be exposed at some point in your college career to “Online Learning”. Some of you are in a strictly online program, while others may be exposed to a single class, or may just have to turn in an assignment via the Blackboard Learning System. No matter which category you fall into we want you to be prepared to have a successful experience.

The following information will help you with some frequently asked online learning questions.

If you are a new student you will be receiving a letter from the College I.T. department with your network (my.laroche.edu, on campus & wireless network, and Blackboard access) and email user names as well as your initial passwords to access these resources. In that letter are instructions on accessing the networks, and on changing your passwords to one of your choice. If you have been a student in the past your user name and password have not changed. If you did not receive one contact the Student Help Desk to receive them.

You **will not be able to access your classes on Blackboard** until the first day of classes. You will be able to access your email and the My.LaRoche.edu portal any time after you received your credentials.

Remember your log-in credentials, without accessing La Roche College’s online resources you will be missing a great deal of important information you will need to have a successful semester.

The network password recovery page can be accessed via [https://my.laroche.edu/ics](https://my.laroche.edu/ics). For email password recovery, or if you cannot access the password recovery tool, contact the Student Help Desk.

The following are links that will help you as you start back this semester or have other questions.

- **La Roche College Blackboard Learn 9.1 System Requirements**
- **Logging in to Blackboard**
- **Text Tutorials on using the features of Blackboard**
- **Video Tutorials on using the features of Blackboard**

The Student Help Desk is staffed by your fellow students who have both experience and training to help you with your questions.

- The La Roche College Student Help Desk will provide support for:
  - LRC Network
  - LRC Email
  - My.LaRoche.edu
- Blackboard
- Moodle
- MyITLab

- The Student Help Desk can assist students in:
  - Log in issues
  - Retrieving user account information
  - Understand and use basic features and functions
  - Connecting to a wireless network
  - Printing from laptops
  - Solving basic computer problems

The Student Help Desk’s hours vary with the day of the week and time of the semester based on past user need. You can view the current hours here.