

Information Technology FAQ's

What is my username?

Your username is your first initial, your last initial, and your student ID number. For example, the username for student John Smith with Student ID 0123654 would be **js0123654**.

What is my password?

Your initial password will be your capital first initial, lowercase last initial, and your 6-digit birth date. For example, the initial password for student John Smith born on February 14, 1988 would be **Js021488**.

What is my email address?

Your email address is your username@st.robeson.edu. For example, the email address for student John Smith with username js0123654 would be js0123654@st.robeson.edu.

When can I login?

It takes at least 24 hours after your RCC application has been processed and accepted for your account to be created.

You must enroll with the Password Reset Site

At first login, you must register your account in order to have the ability to reset your password if it expires or is forgotten. You will login using your username and password. For example, student. John Smith with username js0123654 and initial password Js021488 would login with username js0123654 and password Js021488.

Once logged in, be sure to answer the 3 security questions to register. After being logged in you have the option to add your phone under the multifactor tab to reset your account with your phone instead of answering security questions. To revisit this site go to password.robeson.edu.

The screenshot shows a web-based password reset interface. At the top, there is a green header bar with the text "Self Ser". Below the header, a message says "Please enter your current password to con". On the left side, there are three input fields: "Username" (containing "username"), "Password" (containing "password"), and a "Forgot Password" link. On the right side, there are three dropdown menus labeled "Please choose a question" with dropdown arrows. Each dropdown menu has a second row below it, likely for a backup question. The entire form is contained within a white rectangular area.

For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.

Step 1: Visit <http://www.robeson.edu/>

The screenshot shows the Robeson Community College website. At the top, there's a green header bar with the college's name and various navigation links like 'Degree Programs', 'Discover RCC', 'Services for Business', and 'MY RCC LOGIN'. Below the header, a large banner asks 'Are you ready for the fall semester?'. It provides information for new students and those returning, including contact details for the admissions department (Phone 910-272-3342) and a link to apply online ('CLICK HERE FOR MORE INFORMATION'). There are three main call-to-action buttons: 'APPLY FOR ADMISSIONS', 'PRESIDENT SEARCH', and 'NEED MONEY FOR COLLEGE?'. At the bottom of the page, there are links for 'MOODLE', 'PASSWORD RESET', 'WEB ADVISOR', and 'EMAIL'.

Step 2: Login to the RCC Portal

How do I login to the MyRCC portal?

Click the My RCC Login button on the home page. Your username will be your email address and your password will be your initial password. For example, student John Smith with username js0123654 and initial password Js021488 would login with username **js0123654@st.robeson.edu** and password **Js021488**.

This screenshot is identical to the one above, showing the Robeson Community College website homepage. However, a thick red arrow points directly at the 'MY RCC LOGIN' button in the top right corner of the header.

For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.

Step 3: Login to Moodle

How do I login to Moodle?

To get the Moodle login page, go to www.robeson.edu and click on the Moodle button (first green button under the President Search picture).

On the Moodle login page, click on Login in the upper right-hand corner and you will just enter your username and initial password. For example, student John Smith with username **js0123654** and initial password **Js021488** would login with username **js0123654** and password **Js021488**. **If you have not registered for classes, you will not be able to login to Moodle.**

For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.

Step 4: Login to WebAdvisor

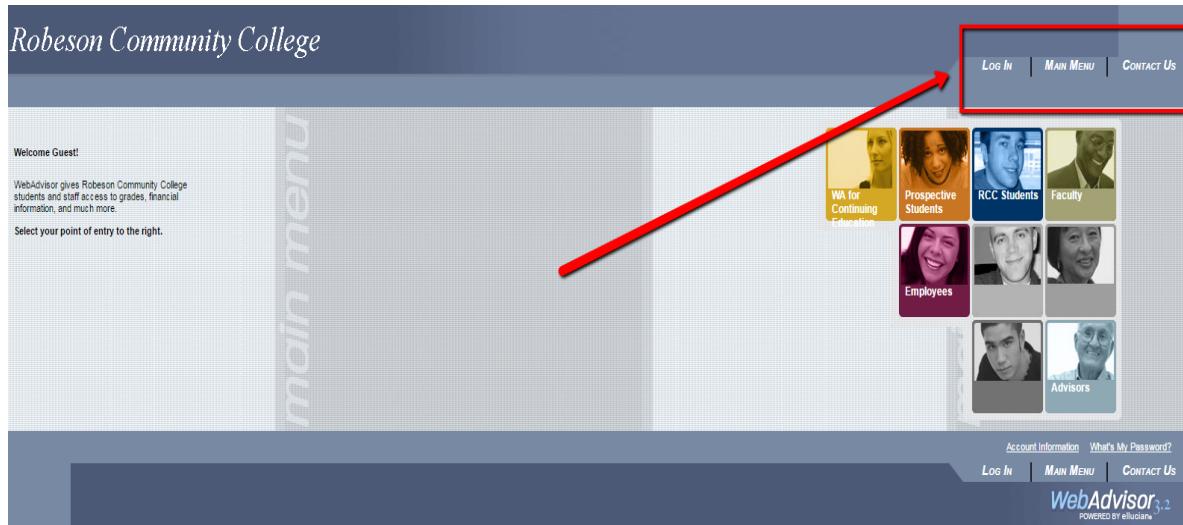
How do I log into WebAdvisor?

You will log into WebAdvisor the same way you log into Moodle. To get to the WebAdvisor page, you click on the WebAdvisor button (3rd green button under the Need Money for College picture).



For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.

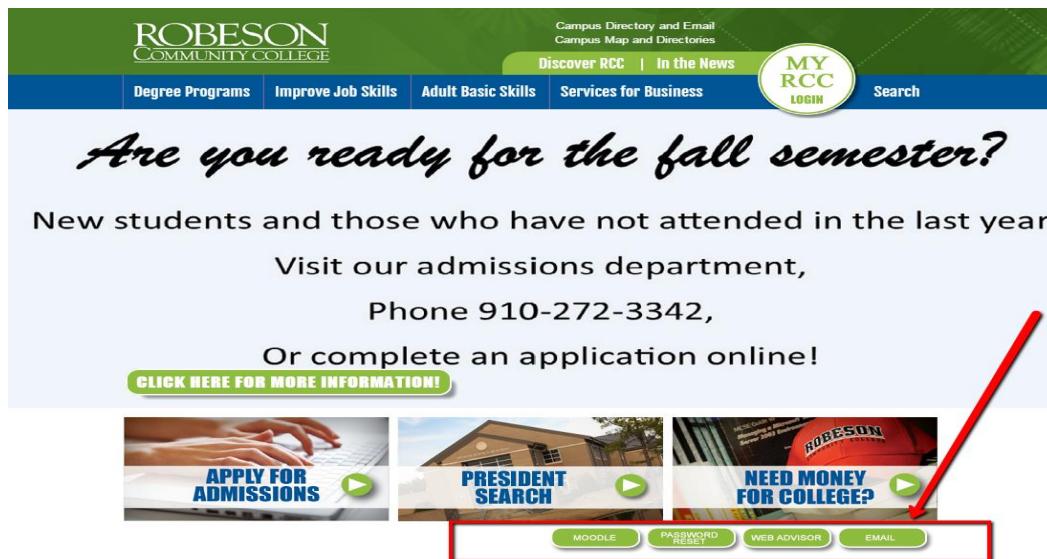
You will use your username and initial password. For example, student. John Smith with username js0123654 and initial password Js021488 would login with username **js0123654** and password **Js021488**.



Step 5: Login to Outlook (Student Email)

How do I log to my Email?

To log into your email, go to www.robeson.edu and click on the Email button (4th green button under the Need Money for College picture).



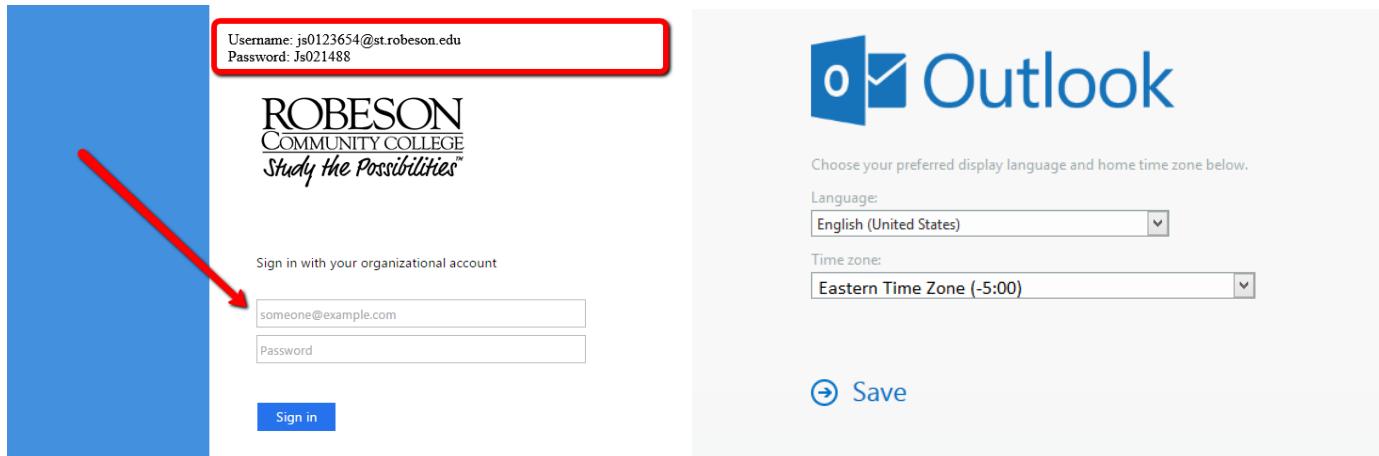
This will take you to a page that has two Outlook icons. Click on the one for Students.

For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.

The screenshot shows the homepage of Robeson Community College. At the top, there's a green header bar with links for "Campus Directory and Email", "Campus Map and Directories", "Discover RCC", "In the News", "MY RCC LOGIN", and a search bar. Below the header are four main navigation tabs: "Degree Programs", "Improve Job Skills", "Adult Basic Skills", and "Services for Business". The main content area features two photographs: one of a teacher assisting a student at a desk, and another of students in a classroom setting. Below these photos are four green buttons labeled "MOODLE", "PASSWORD RESET", "WEB ADVISOR", and "EMAIL". To the left, a green sidebar contains links for Admissions, Advising, Bookstore, Course Schedule, Financial Aid, Learning Center, Library, Registration, and Tuition. At the bottom left are social media links for "Like 0" and "Tweet". A red arrow points from the word "Email" in the center to the "EMAIL" button.

For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.

On the next screen, you will enter your email address and your initial password and click Sign In. For example, student. John Smith with username js0123654 and initial password Js021488 would login with username **js0123654@st.robeson.edu** and password **Js021488**.



Can't Login?

I can't login or I forgot my password, what do I do?

You will need to login to password.robeson.edu. **For security reasons, all passwords are set to expire every 90 days.** If your password has expired, this will reset it for you. You should receive notification through email that your password is about to expire beginning 10 days before expiration. Be sure to check your email. If you can't remember your password to login, then Click on Forgot Password to reset your account using your security questions.

If you are unable to reset your account from this site, you may also request assistance by visiting the ITHelpDesk in Building 13. To maintain security, you must provide a picture ID, RCC student identification number and/or birthdate for verification before account information is released.

For security reasons, all passwords are set to expire every 90 days. Please check email on a regular basis.