STUDENTS ONLINE

Have a question about accessing your online courses and technological needs? Please feel free to contact one of the resources below.

Online Student Support Desk

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About the Online Student Support Desk

The Moorpark College Online Student Support Desk is your destination for navigating the complexities of the distance education/online learning environment. Our trained specialists are standing by to assist you with virtually all of your online support needs including:

- Navigating and Using Canvas
- Registration, dropping, and waitlist assistance
- Laptop, hotspot, and textbook rentals
- Appointment assistance
- Graduation information
- Campus Protocols regarding COVID information
- General campus and department assistance
- Redirecting to other departments
- Closed Captioning videos

Contacting the Online Student Support Desk:

So that we may provide you with the best possible support, please complete the following steps:

- **Step 1: Submit a Support Ticket.**
- **Step 2:** Check your email for your unique **Ticket ID** number.
  - You will be asked to provide this number when you contact the Online Student Support Desk.
  - If you do not receive this email, try resubmitting your Support Ticket.
- **Step 3**: Please allow up to 24 hours for one of our specialists to get back to you. If your support need is time sensitive, please contact us directly after receiving your Ticket ID number using one of the following contact methods:
  - **Phone**: (805) 553-4188
    - If you reach our voicemail, please leave us a message that includes your name, ticket ID number, and a brief description of why you're calling. We will return your call as soon as possible.
  - **Zoom**: MC Student Support Desk
    - To ensure the confidentiality of all our guests, you will be placed in our virtual waiting room while we finish providing support other guests in our queue.
    - Once you are connected to the main Zoom room, you may choose to communicate with our staff live (using your

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Summer Hours

05/32/2022 - 08/05/2022

- Monday: 8:00 AM - 5:00 PM
- Tuesday: 8:00 AM - 5:00 PM
- Wednesday: 8:00 AM - 5:00 PM
- Thursday: 8:00 AM - 5:00 PM
- Friday: Closed

Microphone and/or Webcam) or via the Chat feature. Your session you NOT be recorded or shared with others.

Preparing for an online class

OEI Online Student Readiness Tutorials

Never taken an online class before? Please look through OEI Online Student Readiness Tutorials to learn the basics of what it takes to be in an online-class environment.

Introduction to Online Learning	Watch | Read | Listen
Getting Tech Ready	Watch | Read | Listen
Organizing for Online Success	Watch | Read | Listen
Online Study Skills and Managing Time	Watch | Read | Listen
Communication Skills for Online Learning	Watch | Read | Listen
Online Reading Strategies	Watch | Read | Listen
Career Planning	Watch | Read | Listen
Educational Planning	Watch | Read | Listen
Instructional Support	Watch | Read | Listen
Personal Support	Watch | Read | Listen
Financial Planning	Watch | Read | Listen

Canvas Tutorials

Tutorial Name	Training Guides
What is Canvas?	Watch
How to Navigate Canvas	Watch
How do I use the dashboard as a student?	Watch
How do I view assignments as a student?	Read/Practice, Watch
How do I submit an assignment in Canvas	Read/Practice, Watch
How do I reply to a Discussion as a student?	Read/Practice, Watch

How do I take a quiz?	Read/Practice, Watch
How do I view my grades?	Read/Practice, Watch
How to use the Cavans App	Watch

Sources:

- Canvas Student Guide - Table of Contents
- Canvas Student Video Guide

Have a Canvas specific question? Please call Live Canvas 24/7 Help (844) 602-6290

NOTICE: due to a temporary high volume of requests for Canvas support, you will get a quicker response by calling Canvas 24/7 support first (844) 602-6290

Canvas Student Guide

The Canvas Community

Canvas FAQ

Where do I go to access my Canvas account?

- Canvas can be accessed through the VCCCD portal, under the "My courses" tab, or by going to Canvas Instructure, and logging in with your VCCCD credentials

My web browser is unable to load the Canvas website?

- Be sure that the browser you are using to access Canvas is either Google Chrome or Firefox. Other web browsers (e.g., Safari, Edge, Internet Explorer, etc.) do not support Canvas.

When I try to get into my Canvas account, it says there is no account associated with my login information, why is that?

- If you are a new student to the campus, the school system will generate a Canvas account for you, but it does take a couple days for it to create the account.

I recently registered for a course, but it is not showing up in my Canvas, why?

- The system takes a couple days to add newly registered students to the Canvas course.

Canvas was loading up on devices before, but now there is an error message appearing whenever I try to log in?

- Clear out browsing history, as well as your cookies and chaches. Canvas does not load properly when there is too much extra information in the web browser.

I was on the wait list for a course and had access to the Canvas course, but once I was taken off the wait list, the course is no longer their?

- When taken off the wait-list, the system will take you off the course, and will re-add you to the course, as a registered student of the course.

ConferZoom

Labster

Helpful online resources

Grammarly

EduMed Online Guide for healthcare students

Fastweb

Share

Facebook Twitter Linkedin Email

DISTRICT MOORPARK OXNARD VENTURA VC EAST CAMPUS

Moorpark College

7075 Campus Road
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(805) 378-1400

mcinfo@vcccd.edu

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Report a Website Issue