Introducing *access*BCC and *eLearning*BCC

What is *access*BCC?

accessBCC is an online system that allows students to access, edit and manage their personal and course information. Students can use accessBCC to register for classes, manage their schedule and obtain final grades at the end of the term. accessBCC also provides all students with a **college email account** and serves as a portal to other resources available at the college, including the eLearningBCC system.

What is *eLearning*BCC?

Many instructors use eLearningBCC to provide online content and resources for their traditional face-to-face courses or to teach hybrid courses or 100% online. If you are taking a **distance learning** class you can access your courses by logging onto accessBCC and then clicking on the eLearningBCC link. A list of the classes you are enrolled in for the term will be displayed. Select one of your courses and a new window will open. From this new window, click the title of the course to access the course space. eLearning course spaces will become available to students on the first day of classes. If you log on before the term start date, although you will see a list of your courses, you will not be able to access the course space.

How do I get an accessBCC account?

If you have never used accessBCC before click on the accessBCC logo on the college's website at http://www.bristolcc.edu Click on the Set Up My Account link and follow the instructions.

Do I need to use and/or check my accessBCC email?

YES!!! All official eLearning correspondence takes place through your accessBCC email account. You should regularly check your email account for important messages from the college and from your instructors.

How can I learn more about using accessBCC and/or eLearningBCC?

The college will be offering **eLearningBCC orientation sessions** to all students during the first week of the term. You can find out more information about these sessions, including where and when they'll be offered by visiting http://dl.bristolcc.edu .You can also view a virtual accessBCC orientation online and participate in an **eLearning 101 class** to learn more about eLearning at BCC.

See the other side for answers to common questions and problems!

Common Questions and Problems

I'm having problems logging on to accessBCC.

On the accessBCC log-in page, right below the log-in button, are two links that will help you obtain your user information if you forgot your username or your password. If after trying these links you are still having problems please contact the **Help Desk** by calling (508) 678-2811 x3333.

I get a security alert message when using accessBCC. Is it ok to proceed?

A Security Alert message may appear when using accessBCC. This is because BCC uses a self-signed security certificate utilizing 128-bit encryption. It is safe to click on the "Yes" or "Ok" or "Continue" messages to proceed. We recommend that you "always allow" or "trust" the certificate so you will not get these messages in the future.

I'm getting messages about Java. What is this and why do I need it?

eLearningBCC requires users to have the Java Runtime Environment installed. Java is a plug-in which allows certain applications to run on your system. Learn more about Java by visiting http://dl.bristolcc.edu/wiki

When I click on one of the courses listed under eLearningBCC, nothing happens!

Most likely you have a pop-up window blocker application enabled on your computer or your virus protection software is configured to block pop-ups. You will need to **disable the pop-up window blocker** in order for eLearningBCC to function properly. Visit http://dl.bristolcc.edu/wiki for more information.

I am able to access my courses, but when I click on a link within the course, nothing happens!

If you click on a link to the course syllabus or to other course content in eLearningBCC and nothing happens, it is probably because you are using Internet Explorer and IE is blocking the file from being downloaded. Visit http://dl.bristolcc.edu/wiki for help.

The college recommends the use of the **Firefox** web browser on both the Mac and PC platforms for use with accessBCC and eLearningBCC. To obtain a copy of Firefox please visit: http://www.getfirefox.com

Who do I contact if I have questions or need help?

If you have questions about the class – where to find things in the course site, how to submit assignments, or questions of an academic nature - **contact your instructor**. If you are having technical issues – problems logging in, accessing course content, downloading files, etc… Please visit http://dl.bristolcc.edu/wiki .You can also contact the **Help Desk** by calling (508) 678-2811 x3333 or by sending an email to distancelearning@bristolcc.edu .