FAQs for Students

Q: Which Internet browser should I use?
A: It is best to use Google Chrome. Please contact Student Services if you need a tutorial on how to download Google Chrome.

Q: Can I use my phone or tablet to access my assignments?
A: It is best to use a PC or Desktop to access your online class.

Q. What is Moodle:
A: Moodle is your online classroom and contains all course material.

Q: What is the website to access my class in Moodle?
A: http://online.brooklinecollege.edu
*Note: if the website does not pull up please use: online.brooklinecollege.edu

Q: How do I get help in Moodle?
A: Use the navigation bar on the top of the Moodle homepage to access support from many different departments within Brookline College.

Q: How do I access my books, Moodle and Classroom?
A: 
1. Specific book material can be found in each week of the course summary
2. View the online tutorials:
   MindTap: https://online.brooklinecollege.edu/pluginfile.php/834315/mod_label/intro/Moodle%20MindTap%20Tutorial.mp4
   Classroom Tutorial: https://online.brooklinecollege.edu/pluginfile.php/834315/mod_label/intro/ClassromTutorial.mp4
Moodle Video:

Vital Source Video:

**Q: How do I log in to my Microsoft Office 365 Account?**
A: Contact your Student Services Advisor for a tutorial.

**Q: What is the website to access my student portal?**
A: my.brooklinecollege.edu

**Q: What can I access in my student portal?**
A: Final grades, attendance, transcript requests, financial aid and tax information

**Q: What do I do if I can’t log in to the portal?**
A: Email portaladmin@brooklinecollege.edu and include your first name, last name, student ID and question

**Q: What do I do if I forget my password?**
A: Go to https://online.brooklinecollege.edu and click on “Lost Password” and follow prompts to reset password. If that doesn’t work reach out to your Student Services Advisor.

**Q: How do I get Moodle Technical Support?**
A: Click on the Technical Support Menu Bar in Moodle. You can email, chat or call for support at 844-505-3992.

**Q: How do I contact my instructor?**
A: In Moodle click on “Instructor Virtual Office” which will guide you to the Instructor’s contact information.
Q: How do I get technical support if I can’t access my books?
A: Vital Source: 855-200-4146
    Cengage/MindTap: 800-354-9706

Q: Who do I contact regarding questions about my Financial Aid?
A: Please call: 844-769-0009- you will need to provide your name and campus
to be directed to a Financial Aid Administrator.

Q: Who do I contact for questions regarding my grades?
A: Please contact your instructor regarding assignments and grades.

Q: How do I get help with APA formatting?
A: Our LRC offers a multitude of services to assist you with your work. They can
be reached in the navigation bar at the top of Moodle.

Q: If I am unable to turn in an assignment due to Internet problems, illness or any
other issue, who am I supposed to contact?
A: Contact your instructor directly. They will assist you with any course related
corns.