



## 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](http://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](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](https://online.brooklinecollege.edu/pluginfile.php/834315/mod_label/intro/ClassromTutorial.mp4)



Moodle Video:

[https://online.brooklinecollege.edu/pluginfile.php/834315/mod\\_label/intro/Moodle%20Resources%20Rec%202.14.2020.mp4](https://online.brooklinecollege.edu/pluginfile.php/834315/mod_label/intro/Moodle%20Resources%20Rec%202.14.2020.mp4)

Vital Source Video:

[https://online.brooklinecollege.edu/pluginfile.php/834315/mod\\_label/intro/Vital%20Source%20Moodle%20Login%20tutorials.%20Rec.%202.14.2020.mp4](https://online.brooklinecollege.edu/pluginfile.php/834315/mod_label/intro/Vital%20Source%20Moodle%20Login%20tutorials.%20Rec.%202.14.2020.mp4)

*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](mailto: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 concerns.