

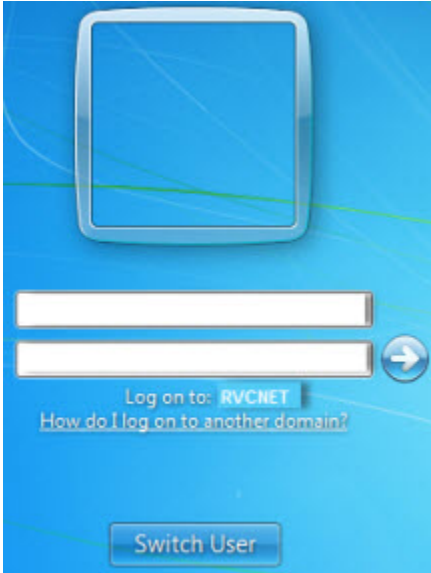
# Rock Valley College Tech Tips

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The purpose of this handout is to help new students understand some of the technologies available as RVC Students. Topics to be covered include Campus Computing, RVC Mail, Online Services, EAGLE, and Password Assistance.

## Campus Computers

### How do I log on to campus computers?



**Username:** ID number; example: s0123456

**Password:** The password you previously setup at your EPS session or by going to <http://www.rockvalleycollege.edu/password>

Your student ID is located on the following documents:

- Admission Letters
- Placement test results
- RVC bill and schedule

*Please Call (815) 921-4250 with questions.*

## RVC Mail

### How do I log on to my student email?

Go to <http://mail.student.rockvalleycollege.edu>

**Username:** ID number; example: s0123456

**Password:** same as the password you use to login to RVC campus computers



Each student is assigned an email account. It is important to check your RVC personal email-account once every 24 hours. Many RVC announcements and notices will be communicated to students via email. Information may include grade information, assessment, financial aid information, important dates, waitlisted course notification, class cancellation, college news, etc.

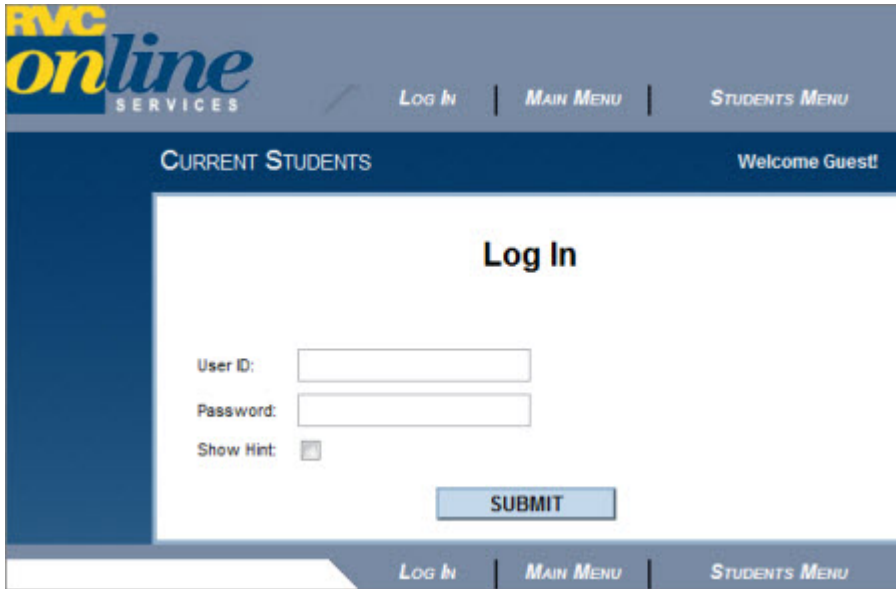
### What is my email address?

Your email is first letter of your first name + first letter of middle name + full last name @student.rockvalleycollege.edu.

*Example: John Q. Smith email address would be [jqsmith@student.rockvalleycollege.edu](mailto:jqsmith@student.rockvalleycollege.edu)*

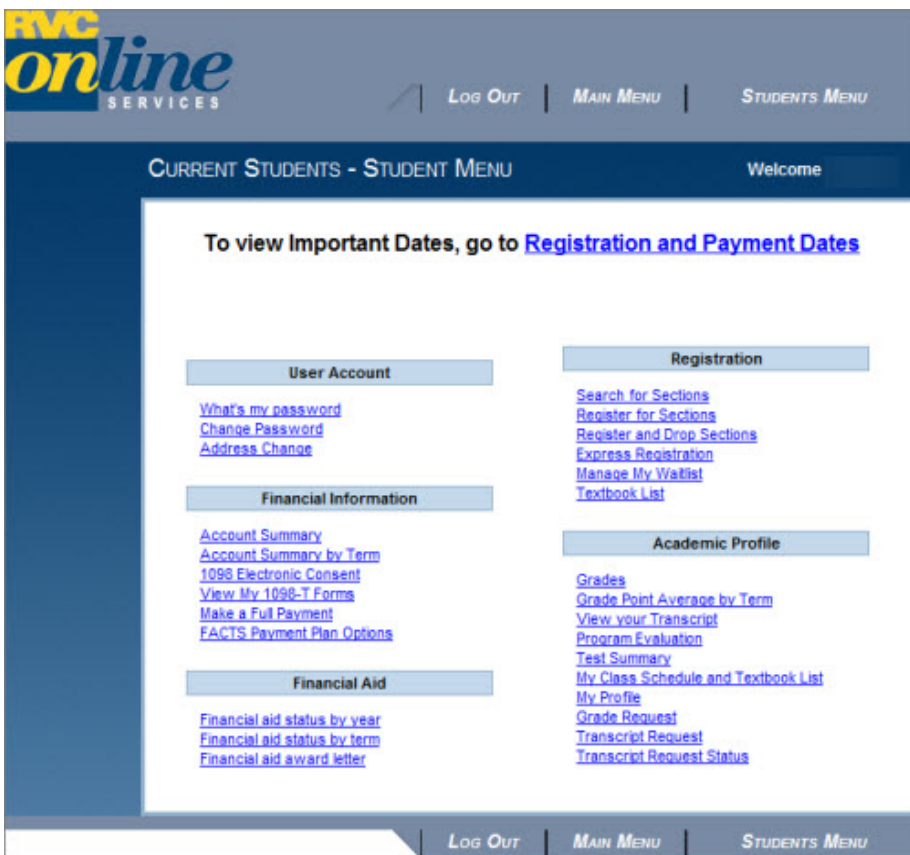
## Online Services

How do I log on?



**Online Services** can be accessed similar to all other RVC resources by enter your "s" ID number for the username and the password you setup during EPS. Online Services can be accessed by going to <http://online.rockvalleycollege.edu>

## What Services are available through Online Services?



Online Services has the following services available to students:

- Access grades
- Print or pay a bill
- Set up FACTS payment plan
- Change of address
- Class Schedule and Textbook list
- Register for classes
- Transcript requests
- Waitlisting of courses
- Search for course availability
- Review financial aid status
- Enrollment verification requests
- Print unofficial RVC transcript
- Monitor status of transcript request

## RVC EAGLE

### How do I log on?



You can access EAGLE using various methods:

- <https://rvceagle.instructure.com>
- the link on the main RVC home page
- the link found under myRVC

RVC EAGLE uses the same username and password you use to access campus computers at RVC.

EAGLE provides support through various methods including in person, via email or phone, or on the web.

**Self-Paced Training:** Once you logon to EAGLE there is a course called **Introduction to EAGLE** that will allow you to go through an online tutorial to help build your competency in RVC EAGLE. This course is sometimes required for specific course sections and if it is required check your RVC Mail for more information.

### Where do I find my classes?

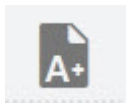


You can view your courses in the left hand corner Global Navigation menu after logging on. Simply hover your mouse pointer over the Courses tab and a list of your courses will appear.

Each student will have a different course title based on an individual's schedule. To view specific course information, click on the name of the course.

### What are some common EAGLE functions?

#### Assignment Submissions



*Location:* In the Assignments tab *and or* in modules.

*Purpose:* Attaching a file is one method available for submitting your homework to your instructor. Typically homework will be submitted in a MS Word format, but remember to review your instructor's instructions.

1. To send an assignment as an attachment open the **Assignment title**.
2. Click the **Submit Assignment** button on the right side.
3. Click on **Browse**
4. Find the file on your computer, click **Open**
5. Click on **Add Another File** to add additional files.
7. Title your submission in the **Comments** textbox
8. Click **Submit Assignment** button to submit

## Discussion

*Location:* In the courses discussion link *and or* in modules.



*Purpose:* A discussion forum allows for instructors to judge participation, ask general questions to the class, and any other way your instructor feels it would be beneficial.

all files.

1. Click the **Name of the Discussion** you want to reply to.
2. Type your response in the text box
3. Click on **Post Response**

\*If you do not see your classmates responses when first entering the forum, it probably means it is on **Post First Mode**, which requires to post your original thoughts first prior to see other postings.

## Quizzes

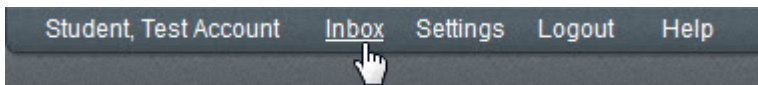
*Location:* Inside of assignments *and or* in modules.



*Purpose:* Quizzes can be quizzes, tests, assessments or practice tests given to test your knowledge in a similar format as paper & pencil format you do in the classroom, but instead it is online. Feedback and correct answers might be disabled based on instructor preference.

1. Click the Name of the **Quiz**
2. Click **Take the Quiz** button. (If assessment is timed, you will see a timer on the right hand side of your screen counting down.)
3. After reviewing, click **Continue**
4. Click on **Submit Quiz** when finished answering all questions.

## Course Mail



*Location:* Course Mail can be found in the Help Corner at the top right from the Home area to view all messages from any source.

*Purpose:* Course Mails are meant for communication between your instructor and your fellow students in a particular class.

**Note:** You cannot use course mail for external (non EAGLE) recipients.

### To Send a Message

1. Click on **Inbox and Compose Message** or **Quick Message**
2. Click **To:**
3. Click on **All Members** to select the appropriate person(s) by checking the box
4. Click the **To-->** button to add the person to the box on the right.
5. Click on **OK**
6. Type your Message
7. Click on **Send**

## Password Assistance



The screenshot shows a web page titled "Network Account Password Management" with a breadcrumb trail: "Rock Valley College > Student Services > Network Account Password Management". The main heading is "Network Account Password Management". Below the heading, a paragraph states: "Due to recent changes in the federal guidelines we can no longer change passwords over the phone. For your convenience we now offer password assistance at 3 campus locations. Please visit either our main campus, the Stenstrom Center or our Learning Opportunity Center with a picture ID. You may also dial 815-921-4250 for further questions." The page asks "Do you know/remember your current password?" and provides two radio button options: "Yes, I know my current password." and "No, I do not know my password." At the bottom, there are two buttons: "< Back" and "Next >".

RVC has 2 different methods of allowing students to reset their passwords after they have been forgotten.

### Method 1:

1. Go to <http://www.rockvalleycollege.edu/password>
2. Select the option that says, **No, I do not know my password.**
3. Click the **Next** button
4. Enter your "s" ID number & Last Name
5. Answer your two security questions.

\*If you cannot remember these security questions or you see a screen requesting a PIN, proceed to Method 2.

### Method 2:

If you are unable to reset the password by using method 1, you will be required to come into the college for assistance. The password reset process requires the student to bring in a photo id to verify identity per federal regulation. Password reset assistance is available at:

- INFO desk on the Main Campus, Student Center
- Student Development Office, Stenstrom Center (SCCE)
- Front desk at the Learning & Opportunity Center (LOC), Downtown Rockford

### EAGLE Support Contact Information:

**Phone:** 815-921-4646

**Web:** <http://www.rockvalleycollege.edu/eaglesupport>

**Office:** Educational Resource Center, Room 2418