1. **Ensure** that you know your EPCC username (the first half of their EPCC email) and your EPCC student ID number.
   a. You can contact the **EPCC IT Help Desk** for assistance with your username, have your student ID number ready.
   b. If you are on campus, you can also visit the ACS lab to get assistance.
2. **Log into** Banner to ensure your enrollment in the course.
   a. Access Banner at [https://ssb.epcc.edu/pls/shasta_epcc/twbkwbis.P_WWWLogin](https://ssb.epcc.edu/pls/shasta_epcc/twbkwbis.P_WWWLogin) or via the EPCC webpage under the Current Students menu.
   b. Log in name is the student’s EPCC ID number.
   c. Default PIN (if you’ve never logged into Banner) is your 6-digit birthdate; two digit day, two digit month, and last two digits of year (ddmmyr, with no slashes or dashes).
      i. First time Banner users will be prompted to change their PIN# and to set up 2 security questions.
   d. Contact the **EPCC IT Help Desk** for assistance with Banner.
3. **Once** you have confirmed your enrollment, sign into Blackboard.
   a. Blackboard is the LMS (learning management system) used by EPCC to deliver online instruction.
   b. Access Blackboard through MyEPCC.
      i. Go to [my.epcc.edu](http://my.epcc.edu)
      ii. Log in using your EPCC email address and password
      iii. Click on the Blackboard link
   c. Students will see their EPCC course listed as unavailable, the course will become available the day on-campus classes begin.
4. **You can** complete the online tutorial to learn Blackboard basics.
   a. Follow instructions by clicking [here](#) to enroll.
   b. Contact the **EPCC Distance Learning Support Services** office for assistance with the Blackboard tutorial.
5. **Ensure** you log in to your EPCC email and check it on a daily basis.
   a. Go to my.epcc.edu for the EPCC email log in page.
   b. Contact the **EPCC IT Help Desk** for assistance with college email.
6. **If you need** assistance with Blackboard contact the **Blackboard Help Desk**.
   a. The Blackboard Help Desk is available 24 hours a day, 7 days a week year round.
   b. You should contact the Blackboard Help Desk for assistance with technical issues.
<table>
<thead>
<tr>
<th><strong>EPCC IT HELP DESK</strong></th>
<th><strong>EPCC DISTANCE LEARNING</strong></th>
<th><strong>EPCC BLACKBOARD HELP DESK</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>915-831-6440</td>
<td>915-831-3111</td>
<td>1-888-296-0863</td>
</tr>
<tr>
<td>Monday – Thursday</td>
<td>Monday – Friday</td>
<td>24 hours a day</td>
</tr>
<tr>
<td>7:00 am – 9:00 pm</td>
<td>8:00 am – 5:00 pm</td>
<td>7 days a week</td>
</tr>
<tr>
<td>Friday</td>
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<tr>
<td>7:00 am – 5:00 pm</td>
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<tr>
<td>Saturday</td>
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<tr>
<td>9:00 am – 4:00 pm</td>
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</tbody>
</table>

ACS Labs located at each EPCC campus can also assist students with EPCC username, passwords, Banner, and EPCC email. Please see [EPCC website](http://www.epcc.edu) for ACS lab locations and times.

Have a great semester!
EPCC Distance Learning Support Services