## MAKE TECHNOLOGY WORK FOR YOU!

Using technology is an important part of being successful in college. Help yourself by learning what technology you will need and how to use it.

MyRACC is the starting place for most student services that are available online.

### First-Time User Login

1. Go to [myRACC](https://www.racc.edu) and click the link for “First-Time Users”
2. Enter your username and click continue. Your username is the first initial of your first name, first initial of your last name, and the last 5 digits of your student ID number (example: ab12345).
3. Enter your last name and click continue.
4. You will next be prompted to create your new password. Please read the Password Complexity Rules. Enter your password and click continue.
5. Follow the prompts to set up your security questions and account.

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For login assistance, leave a message with the IT Help Desk at 610.372.4721, ext. 5342 or send an email to [helpdesk@racc.edu](mailto:helpdesk@racc.edu). Include your full name and student ID number in your message or email.

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### Other Technology-Based Student Services

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**My MathLabs and other Pearson Labs**

- Do homework
- Get online tutorial help
- Take quizzes and tests
- Access the e-book

Purchase access code at bookstore or online. Contact your instructor for specific login information. For assistance, visit the Math Learning Lab in B505/B506 or talk to your instructor.

**Printing and Computer Labs**

- Print papers and assignments
- Your first 500 pages are free!

Print from computers in the Computer Lab located in W131 or Yocum Library.

Username: first initial of first name, first initial of last name, then last 5 digits of student ID number (example: ab12345). [www.racc.edu/services/computer-lab-hours](https://www.racc.edu/services/computer-lab-hours)

**Yocum Library**

- Access your Library Account
- Access research databases
- Use Library computers and printers for homework

Borrower Barcode: number found on the back of your library card with no spaces

PIN: last 4 numbers of your phone number is the default.

Database passwords: posted in the MyRACC portal.

For assistance, visit the Yocum Library, call 610-607-6237 or email library@racc.edu

By text during remote hours 484-509-1003 Monday - Friday from 9AM – 5:00PM.

Evenings/Weekends library staff members are available by text, phone, or email. Library cards are free and good at most Berks County public libraries.

**Zoom Rooms**

Access Zoom classes through RACC computers or your own. Or Weitz Hall: Room 224, Mondays – Thursdays 8:30AM – 9:00PM, Yocum Library: Floor 4, Mondays – Fridays 8:30AM - 3:00PM

Contact the Yocum Library by phone or email.

**IFT and Technology Tutoring**

Tutoring for IFT courses

In person and remote assistance to:
- log into courses
- navigate Canvas
- troubleshoot issues accessing online labs
- learn computer basics

Contact or stop by Tutoring Centers for assistance. [racc.edu/services/achievement-center](https://racc.edu/services/achievement-center)
Reading Area Community College
Getting Connected to RACC

Name: __________________________________________________    Student ID#: ____________________

The Campus Map can be found on racc.edu/map.
The RACC Bookstore is located in Berks Hall Lobby.

For Technical Help on issues such as personal computers and laptops, password resets (which can also be completed by going to myRACC), software supported by RACC:
Berks Hall 4th Floor Room B-411  |  Email: helpdesk@racc.edu  |  Phone: (610) 372-4721 ext. 5342
Monday - Friday:  8AM - 4:30PM

For MyRACC login, password issues, and technical support:
• By phone at 610.372.4721 or 1.800.626.1665 / Ext. 5342
• By email at helpdesk@racc.edu, include your full name and student ID#

For Canvas support:
racc.edu/services/students

Ten South Second Street, Reading, PA 19602
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