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 and select “First-Time Users.”
2. Enter your username and select Continue. Your username is the first initial of your first name, the first initial of your last name, and the last five digits of your student ID (example: ab12345). Your student ID appears on your admissions letter. If you do not know it, contact the Welcome Center at 610-607-6224.
3. Enter your last name and select Continue.
4. Create your new password. Read the Password Complexity Rules, enter your password, and select Continue.
5. Follow the prompts to set up your security questions and account.

For login assistance, leave a message with the IT Help Desk at 610-372-4721, extension 5342, or email helpdesk@racc.edu. Include your full name and student ID number.

Student Services Available Through MyRACC

Self-Service

Access: MyRACC portal.

- Check your schedule and grades
- Register for classes or add/drop classes
- Find your faculty advisor and required courses
- Check financial aid information

Canvas

Access: MyRACC portal. Canvas is where you access online classes. Many face-to-face classes also have information in Canvas, including course syllabi.

Student Email

Access: MyRACC portal. Email address format: username@ravens.racc.edu.

- Communicate with faculty and college services
- Receive course waitlist information
- Receive important deadline and campus event notices
- Receive the student newsletter

Omni Alert

Access: MyRACC portal. Sign up to receive alerts about school closings or campus emergencies.

Other Technology-Based Student Services

My MathLabs and Other Pearson Labs

Use these services for homework, online tutorial help, quizzes, tests, and e-books. Purchase an access code at the bookstore or online. Contact your instructor for specific login information. For assistance, visit the Math Learning Lab in B505/506 or speak with your instructor.

Printing and Computer Labs

Print papers and assignments. The first 500 pages are free. Print from computers in the Computer Lab in W131 or at Yocum Library. Username format: first initial of first name, first initial of last name, and last five digits of student ID (example: ab12345).
Computer Lab hours: https://www.racc.edu/services/computer-lab-hours

Yocum Library

Access your library account, research databases, and library computers and printers for homework.

- Borrower barcode: the number on the back of your library card, without spaces.
- Default PIN: last four digits of your phone number.
- Database passwords: posted in the MyRACC portal.
- Assistance: 610-607-6237 or library@racc.edu.
- Text assistance: 484-509-1003. The source lists Monday–Friday, 9:00 a.m.–5:00 p.m., for remote hours and notes that staff are available evenings/weekends by text, phone, or email.
- Library cards are free and valid at most Berks County public libraries.

Zoom Rooms

Access Zoom classes using RACC computers or your own device. The original guide lists Weitz Hall, Room 224 (Monday–Thursday, 8:30 a.m.–9:00 p.m.) and Yocum Library, Floor 4 (Monday–Friday, 8:30 a.m.–3:00 p.m.). Contact Yocum Library by phone or email for access.

IFT and Technology Tutoring

Tutoring is available for IFT courses, in person and remotely. Contact or visit the Tutoring Centers for help with:

- Logging into courses
- Navigating Canvas
- Troubleshooting online lab access
- Learning computer basics

Achievement Center: https://www.racc.edu/services/achievement-center

GETTING CONNECTED TO RACC

Reading Area Community College

Name: _____

Student ID number: _____

Campus Resources

Campus map: https://www.racc.edu/map

The RACC Bookstore is located in the Berks Hall lobby.

Technical Help

For assistance with personal computers and laptops, password resets (also available through MyRACC), and RACC-supported software:

- Location: Berks Hall, fourth floor, Room B-411
- Email: helpdesk@racc.edu
- Phone: 610-372-4721, extension 5342
- Hours listed in the original: Monday–Friday, 8:00 a.m.–4:30 p.m.

MyRACC Login and Password Support

Call 610-372-4721 or 1-800-626-1665, extension 5342, or email helpdesk@racc.edu. Include your full name and student ID number in your email.

Canvas Support

Student support: https://www.racc.edu/services/students

College Contact Information

Reading Area Community College
Ten South Second Street
Reading, PA 19602
610-607-6224 | 800-626-1665
College website: https://www.racc.edu
Facebook: Facebook.com/ReadingAreaCommunityCollege
Social media: @RACC_edu