

Start of term help for students

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Welcome to the start of a new term at McNeese. Below are a few resources and link to help you get started. Visit this site often for updated content. It can also be accessed in Moodle from your dashboard menu Student Help > Get Help.

Need help with online access?

- [How to access your McNeese email account](#)
- [Obtaining your My McNeese Portal Username through Banner Self-Service](#)
- [Reset My McNeese Portal password](#)
- [How to log in to My McNeese Portal \(access to Email & Moodle\)](#)
- [How to access your McNeese email account](#)
- [How to log in to Banner Self-Service](#)
- [How to locate your student ID number through Banner Self-Service](#)
- [Reset Banner Self-Service PIN or Having Trouble Logging On?](#)

How to use Moodle?

- [Log In and Log Out of Moodle](#)
- [A brief tour of Moodle for McNeese students](#)

Connectivity help?

- [WiFi Locations \(Smart Bus\) in SWLA provided by Calcasieu Parish School Board](#)
- [Free Internet Service](#)
- [WiFi Locations](#)

Meet faculty and classmates for online classes and group meet ups?

- [Web Conference, Virtual Meeting, Virtual Classroom Resources](#)
- [Skype for Business](#)
- [MicroSoftTeams](#)
- [Meet Now](#)
- [BigBlueButton](#)

Need additional help?

For internet connection or WiFi, email, VPN, office phone, Office 365, any McNeese login, or online course computer requirements, equipment requirements for online courses: Contact Office of Information Technology by phone (M-TH 7:30 am – 5:00 pm and Friday 7:30 am – 11:30 am) 337-475-5995. **Email recommended:** helpdesk@mcneese.edu

For Moodle, Respondus, BigBlueButton, Web Conference (Skype for Business), E-Books, application downloads for online resources: Contact Office of Online Learning by phone (M-TH 7:30 am – 5:00 pm and Friday 7:30 am – 11:30 am). Dr. Wendi Prater, Director, 337-475-5126 Office, wprater@mcneese.edu
