TO ACTIVATE YOUR STUDENT EMAIL ACCOUNT:

- Click on the “QUICK LINKS” button in the middle of the SOWELA website homepage (www.sowela.edu) and choose “STUDENT EMAIL” from the dropdown menu.

- Type your LoLA username in the “Username” box, and add “@students.sowela.edu.” (Do NOT input the quotation marks. They are only used in the examples to highlight the words or symbols used in the directions.)

- For the “Password” box, type in a TEMPORARY password that follows this format:
  - Initials of first and last names (lowercase letters), then add your 6-digit birthdate (mm/dd/yy), then a capital letter “P,” followed by the “@” symbol and the letters “ss” (lowercase).
  - EXAMPLE: A student named Eric Martin, whose birthday is Nov. 5, 1990, would type in a temporary password of this: em110590P@ss

- During the log in procedure, you will be asked to create a new, personal password that contains at least eight alphanumeric characters/symbols.

IF YOU HAVE A PREVIOUSLY EXISTING gmail, Google+, Google docs, Google Play, YouTube, or other Google account PLEASE READ these special instructions:

- When you click on the “STUDENT EMAIL” link, you will be taken to a login page that says “Google” at the top. Google is the provider of the SOWELA student email system, but we use the domain “students.sowela.edu”.

- If you have a Google account of any kind, you will need to click the “Add account” link on the login page to add your SOWELA email account to your list of other Google accounts.
  - Click “Add account”; then on the next page, type your LoLA username at the “Username” box, and add “@students.sowela.edu”.
  - Then type your temporary password in the next box.
  - Click “Sign In.”
  - Do NOT click the “Create an account” link on that page.
TO ACCESS YOUR NEW CANVAS ACCOUNT:

- Click on the “QUICK LINKS” tab in the middle of the SOWELA website homepage (www.sowela.edu) and choose “Canvas Login” from the dropdown menu.
- Type your LoLA username in the “Username” box
- Type your current LoLA password in the “Password” box. (Canvas® uses the same usernames and passwords as for LoLA.)
- If you forget your password, you must change it on the LoLA login page by going to https://my.lctcs.edu/cp/home/displaylogin and then clicking on the brown “CHANGE YOUR PASSWORD” button. Then follow the steps as directed.

TO RECEIVE FURTHER ASSISTANCE:

- Send an email to the IT help desk at help@sowela.edu and include the following information:
  - A description of the type of help you need
  - Your full name AND your LoLA username
  - Your full birthdate
  - Your student ID number

NOTES:

- The IT Department CANNOT help with ANY issues related to RDCs, MyMathLab, MyWritingLab, MyReadingLab, or any other “MyLab” sites. You must ask your teachers for help with those issues.
- Canvas, our new learning management system, will not be accessible to students until the FIRST DAY OF CLASSES. After that time, BEFORE reporting a problem to the help desk, if you do not see one or more of your courses listed on your Canvas site, ASK YOUR TEACHERS if they will be using Canvas. The TEACHERS must make their sites accessible to their students before the coursesite links will show up on the students’ pages.
- Click on the icon in the very bottom of the SOWELA website homepage to set up your SmartNotice accounts. CHECK your information for accuracy and ADD any additional contact information, including a cell phone number if you wish to receive alerts by text message. This is the program that SOWELA will use to contact you in the event of a campus emergency or a weather-related emergency.