

Please note* when you read email in your Canvas account, you are NOT reading your SOWELA student email, you are only looking at the current messages within Canvas.

TO ACTIVATE YOUR STUDENT EMAIL ACCOUNT:

- Click on the “QUICK LINKS” link at the top right of the SOWELA website homepage (www.sowela.edu) and choose “STUDENT EMAIL” from the list.



STOP HERE! If you have a previously existing gmail, Google+, Google docs, Google Play, YouTube, or other Google account, PLEASE READ the special instructions in the box below before continuing.

- Type your LoLA username in the “Username” box, and add “@students.sowela.edu.”
- **EXAMPLE:** A student named Eric Martin, whose LoLA username is “ericmartin2,” would type “ericmartin2@students.sowela.edu” into the username box. Then hit “NEXT.”

(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), 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 login procedure, you will be asked to create a new, personal password that contains at least eight alphanumeric characters/symbols.
- Next, click “Accept” to show you know how the account works and agree to its Terms of Service.
- Create a strong password like your LoLA password. Confirm it, and click “Change password.”
- **OPTIONAL** – Click “UPDATE” to add a password recovery phone number. Then click “OK.”
 - Look for a 6-digit verification code in your phone messages. Add that number in the place indicated, and click “NEXT.”
- **OPTIONAL** – Add a recovery email address (NOT your student email address).
 - Click “DONE.”

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 “Use Another Account” link on the login page to add your SOWELA email account to your list of other Google accounts. Do **NOT** click the “Create an account” link on that page. Your student email account is **ALREADY** created; you just have to log in to it.

FREE SOFTWARE TO STUDENTS

- Microsoft Office is available to all students
- Please send an email to help@sowela.edu from your student email
- If you need Access, please click on Other install options and load the 64-bit version.

TO ACCESS YOUR CANVAS ACCOUNT:

- Click on the “QUICK LINKS” link at the top right of the SOWELA website homepage (www.sowela.edu) and choose “Canvas” link from the list.
- 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 course-specific software. You must ask your teachers for help with those issues.
- **Canvas, our 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 SmartNotice™ name ([SmartNotice](#)) in the bottom right area of the SOWELA website homepage to 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.**

SOWELA Technical Community College does not discriminate on the basis of race, color, national origin, gender, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding non-discrimination policies:

Title:	Compliance Officer
Address:	3820 Sen J Bennett Johnston Ave Lake Charles, LA 70615
Telephone:	337-421-6565 or 800-256-0483
Email:	complianceofficer@sowela.edu