

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 ACCESS YOUR STUDENT EMAIL ACCOUNT:

- On the SOWELA website homepage (www.sowela.edu), click on the “Student Resources” header. Select the “Student Email” link under Academic and Career Resources. (Opens www.office.com website.)
- Click the ‘Sign In’ button. Type your LoLA username and **add** “@students.sowela.edu” as your email address in the appropriate area.
 - **EXAMPLE:** A student named Eric Martin, whose LoLA username is “ericmartin2,” would type “ericmartin2@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.)

- If prompted, choose “Work or school account” option.
- For the “Password”, type your LoLA account password on the line.
 - **NOTE:** If you recently reset your password in LoLA, it may take up to 30 minutes to update for your email account.
- When successfully signed into Office 365, click “Outlook” in the menu on left side of the screen.

FREE SOFTWARE TO STUDENTS

- Microsoft Office is available to all students through Office 365.
- Once signed into student email, icons for other apps (Word, Excel, etc.) are available in the left navigation menu.
- If you need Access, please click on “Other install options” and load the 64-bit version.


TO ACCESS YOUR CANVAS ACCOUNT:

- Click on the “Canvas” link at the top of the SOWELA website homepage (www.sowela.edu).
- Type your LoLA username in the “Username” box.
- Type your current LoLA password in the “Password” box. (Canvas® uses the same username and password as for LoLA.)
- If you forget your password, **you must change it on the LoLA login page** by going to <https://my.lctcs.edu/> and selecting the “I don’t know my password” option in the middle column. Follow the steps as directed.

TO RECEIVE FURTHER ASSISTANCE:

- Send an email to the IT help desk at help@sowela.edu that includes the following information:
 - Description of the type of help needed
 - Your full name **AND** your LoLA username
 - Your student ID number

NOTES:

- The IT Department CANNOT assist with ANY issues related to RDCs, MyMathLab, MyWritingLab, MyReadingLab, Pearson Access, or any other course-specific software. You must ask your instructors for help with those issues.
- **Canvas, our learning management system, will not be accessible to students until the FIRST DAY OF CLASSES.**
 - On the first day of class (or later), BEFORE reporting a problem to the help desk, follow these steps:
 - ASK YOUR INSTRUCTOR if they will be using Canvas if one or more of your registered courses do not appear on your Canvas dashboard.
 - The TEACHER must make their site(s) available to students before the coursesite links show up on the student's dashboard.
- Click on the OnSOLVE™ icon ( **ONSOLVE**) in the bottom right footer of the SOWELA website homepage. On this site, users can CHECK their contact information for accuracy or ADD additional information, including a cell phone number if you wish to receive alerts by text message. **SOWELA will use the information in this system to contact you in the event of a campus 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