



Frequently Asked Questions About Online Classes

When will my online course be available?

Your course will be available on the first day of the academic semester.

How do I log in to my online class?

Please allow at least 24 hours from the time you register for class for your log-in to be available to Web Study. Your online class will be available on the first week of class.

You will be assigned your login name by the Registrar/Academic Affairs Office:

abc.officeacademicaffairs@gmail.com

When logging in for the first time:

- Go to the [WebStudy Course Management System](#)
- In the username box enter the student ID assigned to you by the Registrar/Academic Affairs Office.
- In the password box enter “password.” (Do not use the quotes.)

What if I have not hear from my online instructor? IMPORTANT NOTE: It is your responsibility to log-in to your class and confirm your access.

What do I need to participate in an online course?

You will need to have access to a computer (see [technical requirements](#)). In addition, some courses will require certain “[plug-ins](#)” such as Adobe Flash and Acrobat or Apple Quicktime. From this page you will be able to download some of the software you may need. It is not required that you have a computer at home to participate in an online course.

What about E-mail?

A working email address is imperative in order for the college and your instructors to communicate with you. Your online instructors will need to communicate with you by email in order to help you get started with your online class.

NOTE: Please check any junkmail filters you may have set to ensure that you receive emails from your faculty.

How do I purchase my textbooks?

The required textbooks and materials may be purchased through Amazon.com or BarnesandNoble.com or Cheapestextbooks.com. Your professor will have more information on how to purchase books for his or her class.

Do I have to be online at a specific time?

No, you will not have to be online at a specific time. (Although your professor may choose a few times during the semester for the class to meet via videoconference with the entire class.) Otherwise, the courses are designed to be as flexible as possible while still allowing you to get the best education.

How much time will I have to spend online?

You should expect to spend at least 5 hours per week, per course, online. But remember, this does not include time spent offline doing course work.

Where do I get help?

WebStudy Support Team can assist you with log-in questions. You can fill out a [WebStudy Help Request Form](#) or call 1-888-326-4058 option 3. WebStudy also has online help files to assist you. Access these by clicking on the “Help” tab at the bottom left corner of the WebStudy page.