

2019



COLLEGE OF  
THE ROCKIES

# Online Systems

Learn about the College's Online Systems, how to log into them, activate your accounts and set up your passwords.



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## What are the Online Systems at College of the Rockies?

As a College of the Rockies student, you will use a **College Network Account** to access the following:

- College computers
- Student portal (news, announcements, campus life activities, emergency procedures)
- College of the Rockies – Online (our Distance/Online learning web site)
- College email
- Library Services (databases, electronic resources, e-books, streaming videos, etc)
- Microsoft Office 365. Including 1 TB of cloud storage, your college email account and a copy of Office 365 for up to 5 of your personal devices,

You will also use an **AccessCOTR** account to:

- Add and drop courses
- Pay your tuition
- Check your class schedule
- Check your grades and request a transcript
- View Account and Make Payments
- View and print Tuition and Enrolment certificate tax forms (T2202)
- Apply to graduate

### User ID (Username): “What is it and where can it be found?”

Both accounts require you to use your standard **User ID** (also known as Username). Your User ID is your seven digit student number with a prefix of “c” (i.e. c1234567). Your student number can be found on your Admissions Letter and your Registration Statement. You can also find your User ID (Username) by using AccessCOTR (see page 11) or referring to your student ID card.

### Passwords:

Passwords are required to access all online systems at the College. Some of our systems provide a temporary password and you will be required to choose a new one. When selecting a new password, choose one that is between 6 and 15 characters and includes both letters and numbers; do not use characters such as @ \$ % \*. To simplify your access you may choose to use the same password for all online systems at the College this however is not a requirement.



**Your User ID and password provides access to confidential student record information as well as online resources, so do not share your User ID and password with anyone.**

## Purpose of this document:

This document provides step-by-step instructions on how to access (login) to these online services. Please note that contact information has been provided for additional assistance.

## College Network Account Login Information

### New Students Login Instructions:



All new students will need to set up their College Network Account.

#### From off campus:

If you are not at one of our campuses, you can set up your College Network Account on any computer by visiting the following page (note that you must be connected to the internet to use this page):

- New Account Check <http://go.cotr.bc.ca/cotrlogin/>

To get started simply enter your **User ID** = 7 digit student number + prefix "c" in front (example: c1234567). See Figure 1.

A screenshot of a web page titled "College Network Account :Log In". The page has a light blue header and a white main content area. On the left, there is a form with the title "College Network Account :Log In" and a sub-header "Set up your College Network Account. You will be asked to create a new password." Below this, there is a text input field labeled "User name" and a button labeled "Check Password and Log In". On the right, there is a sidebar with the title "Log In" and the text "Enter your user name and click the button to check your password and log in to the application." Below this, there is a section titled "Why do I need to check my password and log in?" with a paragraph of text explaining the purpose of the page. At the bottom of the sidebar, there is a section titled "Problems?" with a paragraph of text providing contact information for system administrators.

Figure 1: Screen print - College Network Account: Log In

If required, you will be redirected to a page where you can change your password (see Figure 2 and Figure 3). If you have already setup your password, you will be redirected to the portal.



**College Network Account: Change Your Password**

If you are new to the College and setting up your account your "Old password" is the same as your "User name".

User name

Old password

New password

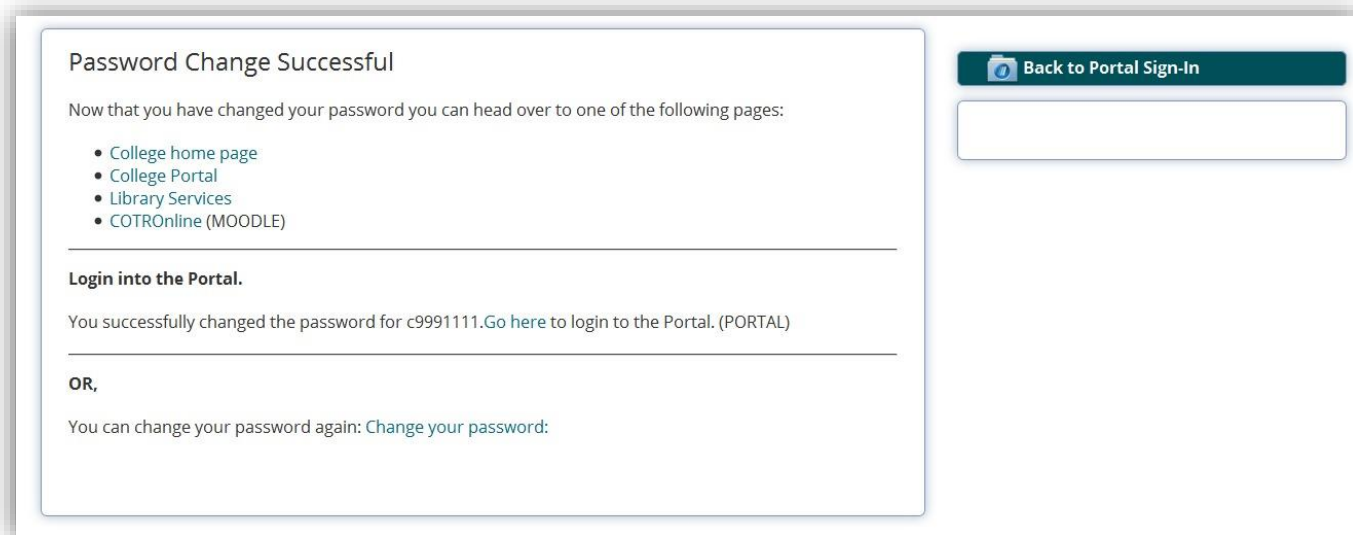
Confirm new password

[Back to Portal Sign-In](#)

**Change Your Password**

- Make sure your new password has at least 6 characters.

Figure 2: Screen print - College Network Account - Changing Your Password



**Password Change Successful**

Now that you have changed your password you can head over to one of the following pages:

- [College home page](#)
- [College Portal](#)
- [Library Services](#)
- [COTROnline \(MOODLE\)](#)

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**Login into the Portal.**

You successfully changed the password for c9991111.Go [here](#) to login to the Portal. (PORTAL)

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**OR,**

You can change your password again: [Change your password:](#)

[Back to Portal Sign-In](#)

Figure 3: Screen print - College Network Account - Password Change Successful

## From On campus:

To login:

1. Find a college lab computer that is available
2. Enter your User ID (Username) - 7 digit student number + prefix "c" in front (i.e. c1234567)
3. Enter your temporary password - 7 digit student number + prefix "c" in front. You will be prompted immediately to change your password.



**When selecting a new password, choose one that is between 6 and 15 characters and includes both letters and numbers; do not use characters such as @ \$ % \*. To simplify your access you may choose to use the same password for all online systems at the College this however is not a requirement to use our systems.**

After this initial setup, you will use your User ID (Username) and your newly created password to login to your College Network services (ex. College email and COTROnline (Moodle)).

## Returning Students Login Instructions:



If you set up your College Network account during your previous semester, then you will use your User ID (i.e. c1234567) and your existing password. **NOTE:** Your COTROnline (Moodle) username and password is now the same as your College Network username and password.

## College Portal:

Once logged into the College Network, use your browser to go to Student Portal - <http://go.cotr.bc.ca/portal/> where you can access [College Library Services](#), [COTROnline \(Moodle\)](#) and [AccessCOTR](#). Other student online resources on the Portal include announcements, cancelled class information, student elections, job postings, buy and sell opportunities, campus life activities, volleyball teams' schedules, etc. (see Figure 4). Note: *To access all of the resources within the Portal, you must login with your network account.* On your Personal computer you may consider bookmarking the Portal page or making it your default page.

The screenshot displays the COTR Portal interface. At the top, there is a navigation bar with 'HOME', 'COTR', and 'PHONE BUDDY' on the left, and a user profile 'GREEN, TOM' on the right. Below this is a secondary navigation bar with 'Messages', 'Buy/Sell', and 'Student Pages'. Under 'Messages', 'Library' is circled in red. Under 'Buy/Sell', 'EASI', 'Dates', 'Fame', and 'SharePoint' are visible. Under 'Student Pages', 'COTROnline', 'AccessCOTR', and 'Web Mail' are circled in red. The main content area is divided into several sections: 'Quick Links' with a search bar and a list of links including 'COTR - Ellucian GO App' and 'Office 365', both circled in red; 'Program Calendar' with buttons for 'Check for cancelled classes', 'Outlook (email) Phone Setup', and 'Strategic Plan 2015 - 2020'; 'Recent Messages (2 hrs or less)' with a note that nothing is new; 'Student Policies and Procedures' circled in red; 'JOIN OUR COMMUNITY' with social media icons; 'WORKSHOPS FOR STUDENTS' with 'Employability Workshop Wednesdays'; 'COTR Student Association' with a Facebook icon; and 'Student Life' with links to 'Avalanche Athletics', 'College Bookstore', 'Student Life', 'Student Housing', and 'Find Staff/Faculty'. Two red arrows point from the 'Student Policies and Procedures' and 'Student Life' sections towards the right side of the page. The footer contains the 'College of the Rockies' Mission and Vision Statements, the college's logo, and copyright information.

Figure 4: Screen print - College Portal

## New for Fall 2019!

### Faster access to the Internet

Students are invited to login to the “COTR Student” Wi-Fi network to gain access to higher speeds than the “public wifi”. You will need to login with your student credentials. The system will ask you to re-enter your credentials every 4 days.

### Printing now available from your own laptop!

Students can now print directly from their own laptop. Navigate to <https://print.cotr.bc.ca> login with your college credentials and follow the onscreen prompts. Once you have submitted a job you can pick up your print job at the student access printer at each campus. This service available at the following campuses: Cranbrook Main campus, Fernie, Creston, Golden, Invermere.

## College Network Account Assistance:

If you have difficulties accessing your College Network Account, contact the **Student Help Desk** to activate your network account and email.

- Email: [studenthelp@cotr.bc.ca](mailto:studenthelp@cotr.bc.ca)
- Phone: 250-489-2751 or toll free 1-877-489-2687 x.3333

Provide the following information when you contact the Student Help Desk:

- First and Last Name (please spell your last name)
- Student Number (will be shown on your Registration receipt)
- A new password (You can choose whatever you want. Just make sure it's something that you will remember and that someone else couldn't guess.)
- Information on how to contact you (i.e. email address & phone number)

The Student Help Desk will contact you when your account has been activated.



## College of the Rockies Online

### What is the COTROnline Account?

Your COTROnline account is also your college network account and it gives you access to online courses, as well as access to supplementary information and resources for your face-to-face courses (e.g. course readings, discussions, and assignments). If you hear references to Moodle, this is the name of the software used to provide structure to the COTROnline website.

### COTROnline Login Information:

To access your online courses or to access course websites for your face-to-face courses, you will login using your **College Network** User ID (i.e. c1234567) and password. If you have not yet activated your College Network account, you will be prompted to do so before you can access your courses.

If you are a **new student**, please review the **College Network Account Login Information** on page 3. If you are a **returning student**, who set up a College Network account during a previous semester, you will use your User ID (i.e. c1234567) and existing password to access COTROnline.

**NOTE:** If you have only logged into COTROnline in the past, you will need to follow the steps for a new user.

Once logged into <https://www.cotronline.ca>, take a moment to watch the Site Navigation Video and the Navigating Your Course video found at the top of all course websites.

### COTROnline Help Desk for Students:

If you have difficulties accessing your college Online Account, contact us at:

- [cotronline@cotr.bc.ca](mailto:cotronline@cotr.bc.ca)
- 250-489-2751 x.3737 (for local calls)
- 1-877-489-2687 x.3737 (toll-free for long distance)
- When sending an email or leaving a voice message, please include your name, student number, contact information, and the course name.
- If leaving a voicemail, speak slowly and spell out your last name.

## College Library Services Account

### What is the College Library Services Account?

Your Library account allows you to borrow books or other resources, request items and renew items you have out online.

### Library Login Information:

#### First time login to your College Library Account:

- **Login to My Library Account**
- Enter your User ID (Username) - 7 digit student number + prefix "c" in front (i.e. c1234567)
- Enter your temporary password - 7 digit student number + prefix "c" in front

After you have logged in for the first time, change your password.



**When selecting a new password, choose one that has 6 to 15 characters and includes both letters and numbers; do not use characters such as @ \$ % \*. To simplify your access you may choose to use the same password for all online systems at the College this however is not a requirement to use our systems.**

### Continuing Students

If in the previous semester you have already setup a new password for your Library account, there is no need to reset it (unless you choose to).

### College Library Assistance:

If you have difficulties accessing your Library Account, contact us at:

- [library@cotr.bc.ca](mailto:library@cotr.bc.ca)
- 250-489-8292 (for local calls)
- 1-877-489-2687 x.3292 (toll-free for long distance)
- When sending an email or leaving a message, include your name, student number and contact information

## Office 365

The College of the Rockies is pleased to provide students with access to the Office 365 service from Microsoft. This service is accessible from any computer that is connected to the internet and includes the following:

- A free copy of Microsoft Office 2016 (for PC or MAC) for up to 5 of your personal devices.
- Unlimited file storage via OneDrive where you can not only store files, but also share them with your classmates.
- Office online applications that can be run from any web browser

All of these services are available for as long as you are a College of the Rockies student. Once you are no longer a student these services will be disabled.

### How do I login?



- Open a web browser (Internet Explorer or Microsoft Edge are preferred)
- Navigate to the page <http://office365.cotr.bc.ca>
- On college computers you will automatically be redirected to the main page
- On non-college computers you will be prompted to enter your username and password
- Enter: [c1234567@cotr.bc.ca](mailto:c1234567@cotr.bc.ca) **IMPORTANT: In order to access this service you must enter your user ID (Username) in the format: c1234567@cotr.bc.ca**
- Use your College Network password to login.

# AccessCOTR

## What is AccessCOTR?

AccessCOTR is the online record system used by students, faculty and staff at College of the Rockies. There are many useful functions on AccessCOTR, such as:

- Search for course sections
- Select Courses for My Preferred List
- Register for Course sections
- Drop Course sections
- View Account and Make Payments
- Viewing and Printing Tax Forms (T2202A)
- Apply to graduate

## AccessCOTR Login Information:

Go to the following link to login to AccessCOTR: <https://access.cotr.bc.ca/>

### User ID (User Name):

Your AccessCOTR User ID (Username) is your 7 digit student number + prefix "c" in front (i.e. c1234567). If you do not know your User ID (Username) you can access it by choosing **What's my User ID (User Name)?** in the AccessCOTR main menu (see Figure 5) and complete the identified steps.

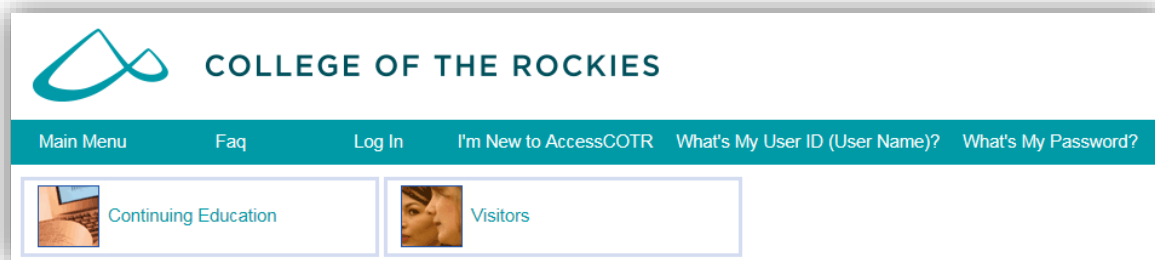


Figure 5: Screen print - AccessCOTR main menu - What's My User ID (User Name)?

### Password:

If you are a new or returning College of the Rockies student, or if you have not received your new temporary AccessCOTR password, you can create a new temporary password. To create a new temporary password, click on the **What's my password?** in the AccessCOTR menu (see Figure 6).

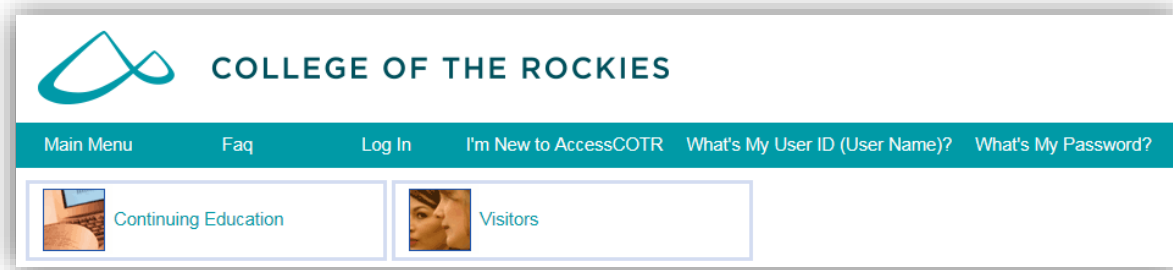


Figure 6: Screen print - AccessCOTR main menu - What's My Password?

On the new page, click **Reset my password** (see Figure 7).

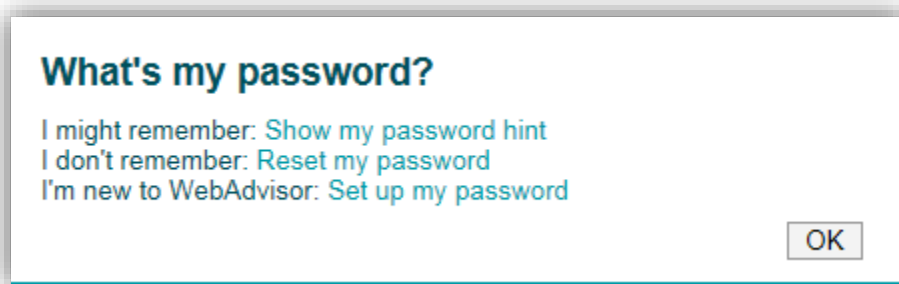


Figure 7: Screen print - AccessCOTR - What's My Password?

Enter your last name and either your SIN number (*which must be on record at the College*) or your 7 digit student number, then click **Submit** (see Figure 8).

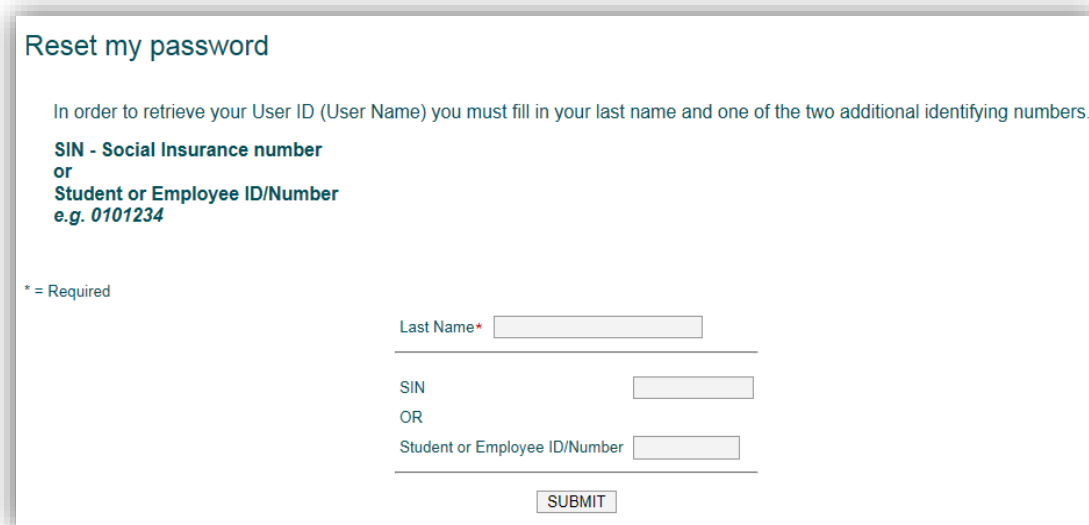


Figure 8: Screen print - AccessCOTR - Reset my password

Choose the email address that you would like your temporary password sent to, and click submit. Most students will have only one email address available to choose from. After you complete these steps, a new temporary password will be sent to the email address that you selected. If your email address is no longer valid, please contact [reghelp@cotr.bc.ca](mailto:reghelp@cotr.bc.ca) to update your email address.

The first time you log in with your new temporary password, you will be required to change your password (see Figure 9).

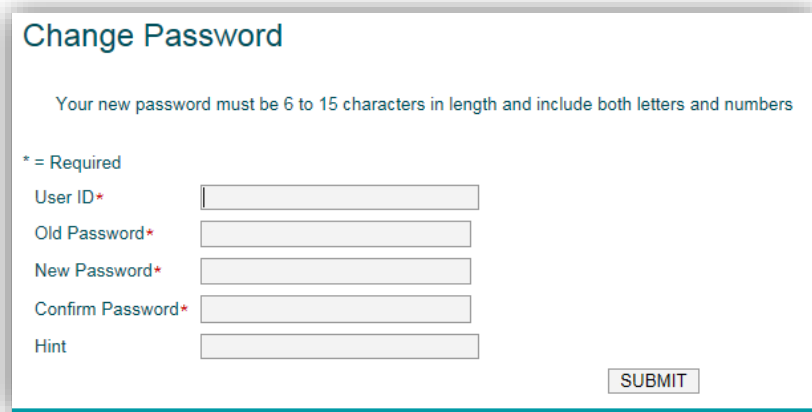


Figure 9: Screen print - AccessCOTR - Change Password



When selecting a new password, choose one that has between 6 to 15 characters and include both letters and numbers. To simplify your access you may choose to use the same password for all online systems at the College this however is not a requirement to use our systems.

## Once You Are Logged In...

Click on the **Students** Menu located at the top of the page (see Figure 10).

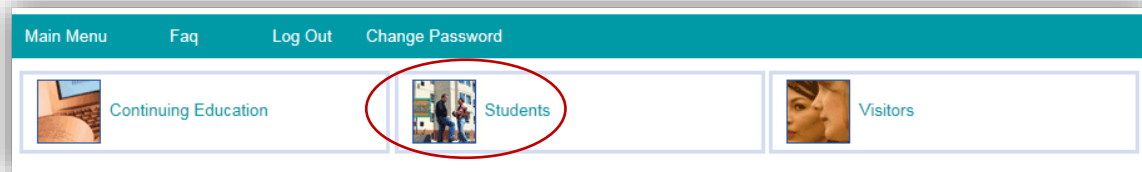


Figure 10: Screen print - AccessCOTR - Student menu

Once logged you are in, you can access the student menu options (see Figure 11).

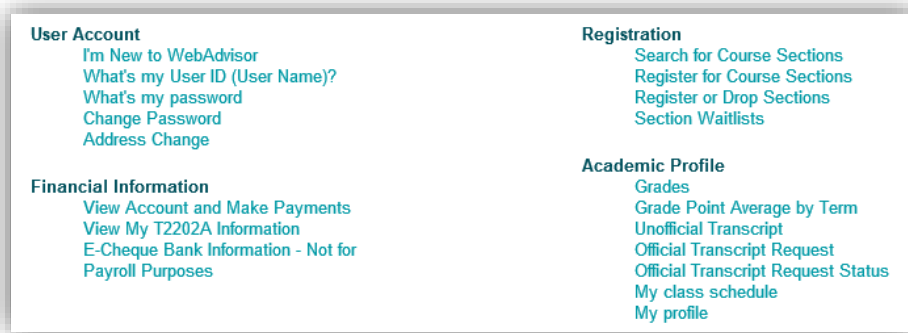


Figure 11: Screen print - AccessCOTR - Student menu options

## AccessCOTR Assistance for Students:

If you are having difficulty using AccessCOTR, you can email [reghelp@cotr.bc.ca](mailto:reghelp@cotr.bc.ca) or [studenthelp@cotr.bc.ca](mailto:studenthelp@cotr.bc.ca). If you would like to speak to the Student and Enrolment Services office, please call toll free 1-877-489-2687 x.3237 during office hours. Hours of operation are Monday through Friday from 9am-4pm.

## Ellucian GO App

The College of the Rockies - Ellucian GO App is a free mobile app that allows you to check your course schedule and grades, find links to college information, resources and much more. You'll have access to great features that make your campus experience more effective, more efficient and more fun! You can download the Ellucian GO App from your favourite App store (see Figure 12). Sorry, Blackberry is not supported.

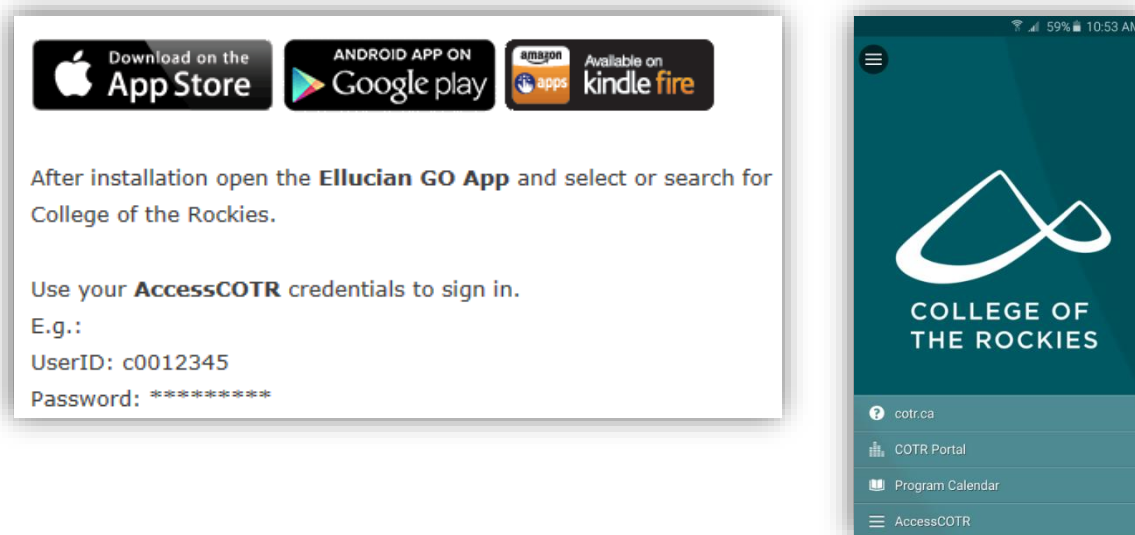


Figure 12: Screen prints - Ellucian GO App

If you require help downloading or installing the App please contact Registration at [reghelp@cotr.bc.ca](mailto:reghelp@cotr.bc.ca)

**Important Note:** You cannot reset your password using the COTR – Ellucian Go App. To reset your password go to AccessCOTR.