



I can login to mySCC but not Moodle. What gives?

When you log in to mySCC and click on the Moodle, you should be logged in to your **Course Dashboard**. If you aren't, it could be:

You are a new student and it is more than a week before your classes start

Student accounts and course enrollments are automatically transferred from our student record system into **Moodle** one week before classes begin, but **mySCC** and email accounts are created not long after you enroll in classes, so sometimes you can have a **mySCC** account before you have a **Moodle** account.

What to do:

Check your course schedule to see when your courses start. When it is one week before they start, try logging in to **Moodle** via **mySCC** again. At that time, you should be able to see your **Course Dashboard**. [However, not all of your classes may be visible at that time.](#)

You are a new student and it is less than a week before classes start

An error has occurred. It is possible your account was not properly synced with Moodle when the system updated, or it may be that there is a problem with your course enrollments.

What to do:

Contact **Moodle** support at moodle@shawneecc.edu. At the same time, check your course schedule in mySCC to verify that you are still enrolled in your classes. If you find a mistake in your enrollment, contact your advisor.