



IMPORTANT MESSAGE FOR STUDENTS USING PLATO

Access to PLATO:

Students will be loaded into PLATO over the weekend before the semester begins. Students will have access to their registered online/Plato courses no earlier than **8am on the first day of classes** but will have access to the **"Getting Started"** tutorials before that, for those who would like to know how to navigate their online classes and run a browser check before classes begin.

Password Reset:

PLATO passwords for students will be reset prior to the first day of each semester. Passwords will be set back to your CWID with a capital A.

Recommended log in to Plato:

You can log in directly to Plato at westfield.ma.edu/plato. Then enter your username and password.

Your student username is your first initial, last name and last four digits of your College Wide ID (CWID) a.k.a. your "A" number. You will be prompted to change your password the first time you log in.

Example Plato Login:

Username: jdoe1234
Password: A30001234

You can also access Plato through mywestfield.westfield.ma.edu. Click on the Academics tab, and then go to **"Click Here to Enter My Courses"**. When you click on your course, if the course is set up in Plato, you will be pushed through to the Plato system. If you experience problems, please log in directly to Plato at westfield.ma.edu/plato.

NEW PROGRAMS:

Westfield now offers Bachelor's Completion Programs in
*Business, Sociology,
History & Liberal Studies*

Call DGCE @ 413-572-8020
for details.

About Online Courses:

Courses begin on the date listed in the catalog. **Students must log in within the first 48 hours of the class start date, or within 48 hours of registering.** You can log in to your course at any time 24/7 to work on your assignments. Specific assignments or other time sensitive work must be completed within the given time constraints.

Late Registration:

Students registering through **ADD/DROP** will have access to their online courses within 24 hours from the time of registration.

Textbooks and Access Codes: Most online courses require a textbook. Some courses require an access code to log in. Access Codes and books can be purchased at the WSU Bookstore. Call for more information 413-579-3100 or find them at westfield.ma.edu under campus resources at the very bottom of the page.

Requirements and Computer Knowledge:

Students must have access to a computer with an Internet connection and an email account. All distance learning (online) students should have basic computer knowledge including the use of email, sending attachments, use of the Internet, and basic word processing skills.

Technical Issues

Before contacting Plato Support, go through the following checklist:

- ▶▶ Do a Complete Browser Check & Tune Up
- ▶▶ Update Java. Go to westfield.ma.edu/plato and click Online Learning Resources & Support and you will find a link to download Java runtime.
- ▶▶ Have your course name, number and section as well as your student information ready when contacting Plato Support at (413)572-8130.

Getting Help on PLATO:

Go to westfield.ma.edu/plato and click on the "Plato Help Desk" link under the Login:



FREE ONLINE TUTORING is available to all Westfield Students! Go to westfield.ma.edu/plato and click on SMARTTHINKING to create your account using your Westfield email address.

Now that you are logged in...

You will see your "My Plato" page.

▶▶ Click on "Check Browser" to make sure all issues have been resolved.

▶▶ Access the "Getting Started" course on your course list for tutorials and Student Orientation.

▶▶ Click on "Help" on the top right corner of Plato if you have any questions related to the system. The "Help" will be specific to the page that you are on in Plato.

For an updated list of online courses go to westfield.ma.edu/plato and click on **Online Courses** on the right side of the page.