PLATO Online Learning & Courses
Westfield State University • westfield.ma.edu/plato
Center for Instructional Technology, Wilson 114
Monday – Friday, 8:30 am to 4:30pm
Plato Help Desk • cit.westfield.ma.edu/support

STUDENTS: WHAT YOU NEED TO KNOW 2025 - 2026

LOG INTO PLATO

For online and all other classes using the Plato system visit https://www.westfield.ma.edu/plato/ and click on the '**Log into Plato**' button.

If you have trouble logging in contact Technology Support at 413.572.4357 or supportdesk@westfield.ma.edu

LATE REGISTRATION ACCESS TO CLASSES

Students registering through ADD/DROP will have quick access to their courses in Plato. If you do not see your courses in Plato let your instructor know immediately.

ACCESS TO CLASSES

Students will be able to log in shortly before the semester begins.

Students should complete the "Student Overview" training course to get familiar with Plato.

Students may see their courses but will not be able to access them until 8 am on the first day of classes.

Students must log in within the first 48 hours of the class start date, or within 48 hours of registration.

PROGRAMS & DEGREES ONLINE

WSU offers Bachelor's Completion Programs in
Accounting, Management, Finance, Marketing, Criminal Justice, History, Liberal Studies, Psychology, RN-BSN and Social Work

Graduate Online/Hybrid Programs
Masters in Social Work, Masters in Criminal Justice

For program information visit https://www.westfield.ma.edu/plato/online-degree-programs/ or call DGCE @ 413-572-8461 or send email to wsucgce@westfield.ma.edu

REQUIREMENTS & COMPUTER KNOWLEDGE

Students must have access to a computer with an internet connection, an email account, and the ability to download software. Chromebooks, tablets, and phones are not recommended as the primary device for online classes. Some courses may require the use and/or download of various programs, which may include the use of proctored test exam monitoring software.

NEED HELP WITH PLATO AND CAMPUS RESOURCES?

- Student Overview Course
- Lumi Chat in Brightspace
- ThinkingStorm FREE Online Tutoring
- Learning Cloud – Video Tutorials

For more information about these great tools visit:
https://www.westfield.ma.edu/plato/student-resources/online-student-help-resources/

TECHNICAL ISSUES?
- Update all browsers.
- Try a different browser such as Chrome or Firefox.

LOOKING FOR AN ONLINE COURSE?
Go to www.westfield.ma.edu/plato
On the menu bar click on *Online Courses*. To register visit:
https://www.westfield.ma.edu/plato/online-courses/register-for-classes/

PROFESSIONAL LICENSURE & CERTIFICATION
Professional licensure and certification requirements often vary from state to state. Please check with your state and program for licensure and certification requirements.
https://www.westfield.ma.edu/plato/student-resources/distance-learning-resources-for-students/professional-licensure-disclosure/

TEXTBOOK & ACCESS CODE INFORMATION
Most courses require a textbook. Some courses require a publisher text access code. Access codes and books can be purchased at the WSU Bookstore. Call for more information 413-579-3100 or visit https://www.westfield.ma.edu/ to find the Bookstore in the Quick Links

STILL HAVING TROUBLE?
Click on the "**Plato Help Desk**" link under the "Log into Plato" button.

PLATO Help Desk

Or click the "Plato Help & Resources" link on the top nav bar in your course.
Click "Open a New Ticket" to begin.

STUDENT COMPLAINTS
WSU is required to provide current and prospective online learning students with contact information for filing complaints.
https://www.westfield.ma.edu/plato/student-resources/distance-learning-resources-for-students/sara-student-complaint-procedures-and-forms/