

[Advanced Search](#)
College of the Redwoods

- Admissions and Records
- Ask CR Support Portal
- Distance Education
- Financial Aid
- My CR Online Classroom
- Technology Services

[Home](#) | [Online Support](#) | [Request Support](#) | [My Support](#)

 Welcome Guest. [Sign in](#) | [Exit](#)

Support Center

Welcome to the Ask CR Support Center. This area provides support to ask questions of college representatives in Admissions & Records, Financial Aid, Advising, Special Programs, Distance Education, Technology Services, and Maintenance. It also provides a space for **work orders** for technology, maintenance, and printing services.

The support site provides two different methods for getting assistance.

1. **Knowledge Base** for self-service searches. It currently has over 200 articles with more being added every week. Please return frequently to see what is new. Though you can access many articles without logging in to the system, there are a number of articles that are not available to the public. By logging in you will see articles specific to your access level. For example, faculty will see articles on how to use the gradebook in MyCR.
2. **Request Support or Enter a Work Order for individual service.** To get individualized service, you click on the Ask CR link (purple ticket with a question mark). This will take you to a log-in screen. All students, faculty and staff log-in with their **CR issued email address** and the initial password is your five or six digit birthdate. Please fill out all fields to get the quickest response.

Examples of Log-in -

Student: sque567@MyCR.redwoods.edu 101584 (birthdate of October 15, 1984)

Faculty-Staff: susie-que@redwoods.edu 90364 (birthdate of September 3, 1964)

If your log-in does not work, please contact our Help Desk at 707 476-4160 to verify your account settings. Having your seven digit Student ID Number and other confirming information ready will help to expedite the process.

Note: If you are not a student or staff member, you may create a temporary guest account in order to get individualized service. Follow the on-screen instructions to do that.


Troubleshooter

Take a step by step tour to find your answer.


Downloads

Browse our library of downloads and files.


Submit Feedback

Tell us what you think of our online support and how we can improve it.


Knowledge Base

Browse or search the Knowledge Base for a wide variety of solutions.


Ask CR

Submit a question or problem to our service representatives. You can track the status of your question or problem (ticket) My Support.


Contact Us

Find out how to contact a service representative via phone or postal mail.

Most Popular Topics

1. [How do I order my transcripts?](#)
2. [How much is tuition?](#)
3. [How and when do I enroll in online courses?](#)
4. [Am I eligible to attend College of the Redwoods?](#)
5. [How do I apply to College of the Redwoods?](#)

Viewed

1622
827
643
507
456

Most Recent Topics

1. [Will I receive financial aid for waitlisted classes?](#)
2. [Why wasn't my loan included in my first disbursement of the semester? When can I get my loan disbursement?](#)
3. [Why is my financial aid payment less than the amount listed on my award letter?](#)
4. [What does disbursement mean?](#)
5. [What is the Estimated Cost of Attendance at College of the Redwoods and how does it impact my financial aid eligibility?](#)

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Help Desk and Customer Support Software by Parature