



# Quick Start Guide

## Information Technology

This guide is designed as an introduction to the Information Technology department and highlights some of the technologies and services available at Regent University. Please visit us at [regent.edu/it](http://regent.edu/it) for more information.

### Information Technology Mission

The Information Technology Department provides reliable, up to date, effective, secure and integrated technology solutions and information services to empower students, faculty and staff to meet their goals in support of the mission of the university.

### Help Desk

The IT Help Desk is your initial point of contact for the Information Technology department. If you are having difficulties accessing Regent systems (Financial Aid Dashboard, Canvas, Email, etc.), need your password reset, or are having issues with a Regent University computer, the IT Help Desk is here to help! We have a large searchable knowledge base of solutions to common issues, please browse it at [support.regent.edu](http://support.regent.edu)

Call 757-352-4076, Monday - Friday, 8am - 9pm ET

Email [helpdesk@regent.edu](mailto:helpdesk@regent.edu)

Click [www.regent.edu/it](http://www.regent.edu/it)

Visit COM 300, Monday - Friday, 8am - 5pm ET

The Help Desk will be glad to assist you with Regent-owned computers and systems, but we cannot provide repair support for personal computers. However, we do provide coupons for a trusted local computer repair shop.

### MyRegent Portal

MyRegent is your portal into many of the systems and services available to you at Regent University. We recommend using the MyRegent Portal for integrated access to all your online Regent resources. After logging in to the MyRegent Portal, you can conveniently access your Student Mail by Google, Canvas, Financial Aid Dashboard, DegreeWorks, and the library databases as well as many other Regent Systems. You can log in to the MyRegent Portal at **[my.regent.edu](http://my.regent.edu)**.

### MyRegent Account

Upon acceptance to Regent University and payment of the enrollment deposit, you will receive an email to your personal email address with instructions on initializing your MyRegent account. Your MyRegent account username will be created using portions of your first and last name. Please note that your Regent Student ID is separate from your MyRegent account username. The MyRegent account username is also used to create your Student Mail by Google account in the form of [myregentusername@mail.regent.edu](mailto:myregentusername@mail.regent.edu). Once your MyRegent account password is created, you may login to the MyRegent portal at [my.regent.edu](http://my.regent.edu). Your MyRegent account password is automatically synchronized to be the same as your Student Mail by Google account password.

## RegentALERT

RegentALERT is an Emergency Notification System (ENS). Its primary purpose is to notify Regent faculty, staff and enrolled students in the event of an emergency on or near campus, such as a man-made or natural disaster. Be sure to update your RegentALERT contact information the next time you log in to [my.regent.edu](http://my.regent.edu).

## Canvas by Instructure

Regent University uses Canvas by Instructure, a web-based Learning Management System (LMS), to engage its students across the campus and the world. Canvas is the number one online learning platform in North America, offering a user experience that is simple, engaging, open and reliable. Its mobile app is second to none, and the platform's flexibility invites innovation and creativity. Canvas is a proactive system, notifying users of upcoming events and requirements, thereby placing instructors and students (rather than the LMS) at the center of teaching and learning.

Canvas enables Regent Students to:

- Access class on the go using the Canvas Instructure student mobile app.
- Easily view due dates for any upcoming assignment using the calendar.
- Engage and collaborate online with other students in groups.
- Easily view up-to-date syllabi information and grades within any course.
- Communicate with instructors within Canvas and receive course notifications.

Access to 24/7 Canvas phone support is available by calling the IT Help Desk at 757.352.4076 and selecting Canvas Support

## Student Mail by Google

All Regent University students are provided with a Google G suite account. Your Google account is the official student mail account of the University. All official Regent University electronic correspondence will be sent to your Regent provided Google mail account. Google G Suite accounts offer a wide array of features, including mail, calendar, Google Drive (free cloud based storage).

## Microsoft Office 365

All current Regent University Students, Faculty, and Staff have access to Microsoft's Office 365 at no cost. This Office 365 benefit provides access to the online versions of Microsoft's popular office applications as well as the ability to download full versions of Office to Windows, Mac OS, iOS, and Android devices.

For more information, please visit [regent.edu/office365](http://regent.edu/office365)

## Regent Wi-Fi

Wi-Fi is available across the Regent University campus. The Wi-Fi network name for the main campus is REGENT\_PUBLIC. For a secure Wi-Fi connection and password, visit the MyRegent portal and look on the left column for Regent Secure Wi-Fi. For students residing at the Regent Commons, the Wi-Fi name is REGENT\_RESNET. These are the only authorized wireless networks supplied by Regent University.

## Computer Labs

There are four computer labs on campus for student and staff use. They are located in **COM 154, SC 119, LIB 327 and CRB 239**. Printing is available in the labs for 5 cents per page. Each new student is given an initial \$5 credit in their account and additional printing credit is available for purchase online. Go to [www.regent.edu/it/labs](http://www.regent.edu/it/labs) for more information.