

# Technology Information for Students

Below is a brief summary of the technology resources available to you as a student of Ashland Theological Seminary. All the information found below can also be found directly from the Ashland University website. All students are encouraged to visit the AU IT department's website and become acquainted with the many helpful resources that can be found there:

## AU IT HOMEPAGE:

This site has resources for getting support.

<http://www.ashland.edu/it>

## CONTENTS:

1. General Information about Technology at Ashland Seminary
2. Support
3. E-mail
4. Access to the AU Wireless Network
5. MyAU
6. Blackboard (*learning management system*)
7. Free Software: Microsoft Office Suite, etc.

What follows below assumes both knowledge of, and acceptance of the "Acceptable Use Policy" that have been established by Ashland University. All of these Policies for Students" are viewable on the following AU webpage:

<https://www.ashland.edu/administration/information-technology/acceptable-use-policy>

Students are responsible for knowing the contents of all the policies and adhering to the guidelines established therein. Violation of any of the "Acceptable Use Policy" may lead to the termination of your network access and use of seminary or university owned and/or operated technology.

If you have any questions or difficulties with any of the information please contact the Ashland University Tech Support Center at 5405 (campus phone ext.), 419-289-5405 or 1-866-434-5222

## 1. General Information about Technology at Ashland Seminary

As a graduate school of Ashland University, Ashland Seminary adjuncts have access to all the resources of Ashland University. You are provided with many services, including, but not limited to: wireless access to the Internet while on campus, an email account and AU's *Learning Management System (Blackboard Learn)*. Additionally, through the portal ([myau.ashland.edu](http://myau.ashland.edu)), you can find campus updates, check your accounts and gain access downloads of free software (Windows and Microsoft Office).

### \*\*\*Logins\*\*\*

All systems require a login. You can find your username by going to [webadvisor.ashland.edu](http://webadvisor.ashland.edu) and filling in the required information under "What's my login information". Your default password is au-0123456 where 0123456 is your seven digit ID number. These credentials will gain you access to most systems and Wi-Fi. Keep them safe and use them often. If you are an adjunct faculty

member then your accounts (other than email) will only be active during the time you are actively teaching a course. Passwords expire every six months and there is no email alert system letting you know that your password will expire soon. You are strongly encouraged to enroll in the 24/7/365 password reset tool. You must enroll before you can change the password. After enrolling in the reset tool you can login at anytime and see how much time is left on your password. You can find directions to use the password reset tool at the following link. Changing your password here changes the login password on almost all systems.

<https://www.ashland.edu/administration/information-technology/self-service-password-reset-tool>

## **2. Support**

When you encounter a technology problem while utilizing campus provided resources, you have access to tech support. The Tech Support Center at Ashland University has live help available. You can visit the TSC in person in the basement of Patterson Hall (<http://www.ashland.edu/campus-map>) or call them at 5405 (campus phone ext.), 419-289-5405 or 1-866-434-5222. Check the AU IT website for hours as they change during the summer months and during holidays. You can submit your own trouble ticket 24/7/365 by using the Kbox system at [kbox.it.ashland.edu](http://kbox.it.ashland.edu). You will need to login with your credentials.

## **3. Email**

PLEASE NOTE - Ashland University provides all faculty (full and adjunct), staff and students an official University email address through. All University communications sent via e-mail will be sent to this address. Faculty members will use the official University e-mail address to communicate with a student registered in their classes and administrative units will correspond with students via this address. Students are responsible for checking their official email address on a frequent and consistent basis in order to stay current with University communications. AU email is 'hosted' by Google's Gmail service. The easiest URL to visit to check your email is:

<http://mail.ashland.edu>

## **4. Access to the AU Wireless Network**

Adjuncts/students have free access to the AU wireless network. All sites broadcast "AUSecure". To connect your device must meet AU's security requirements. Very old computers or devices may not be able to access the network. Instructions on connecting to the network can be found in the F.A.Q.s at <https://www.ashland.edu/administration/information-technology>

## **5. MyAU**

MyAU is the portal behind which you can register for classes, check grades, order transcripts, pay bills and see the latest campus news. Once logged in to MyAU you will want to find the WebAdvisor tab to complete most of the actions just mentioned.

To login to MyAu visit:

<https://myau.ashland.edu>

## **6. Blackboard Learn (*Learning Management System*)**

During your course of study at the seminary, you will need to access AU's *Learning Management System* (LMS) specifically for your online or hybrid classes. You can meet online with your students

from within Bb Learn using a program called Blackboard Collaborate. If you have other web conferencing needs for one-on-one or smaller groups, you can utilize Google Hangouts or Skype. If you have any questions about utilizing these tools, please contact Jonathan Cole at 419-289-5770 or at [seminary-technology@ashland.edu](mailto:seminary-technology@ashland.edu).

The most direct link to Blackboard Learn is:

<https://ashland.blackboard.com>

## **7. Free Software: Microsoft Office Suite, etc.**

As adjunct student of the seminary, you are able to download and install several software packages – all of which are available through the AU website for no charge. Among the packages you can download are MS Office and MS Windows 7.

To download these packages, visit the following URL:

Login to [myau.ashland.edu](http://myau.ashland.edu) and look under the technology tab or visit <http://ashland.onthehub.com> directly. You will need to login to the online store to complete the ordering and downloading process. Login with your AU login ID and password.