



Technology

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 (students of degree programs only)

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 are viewable on the following AU webpage:

<https://www.ashland.edu/administration/information-technology/policies>

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.

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), you can find campus updates, check your accounts and gain access downloads of free software (Microsoft Office – available to students of degree programs only).

Logins

All systems require a login. You can find your username by going to webadvisor.ashland.edu and filling in the required information under "What's my login information". Your account will need to be activated using the information at <https://ashland.edu/password>. 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, and you will receive email notifications in your Ashland.edu email account reminding to reset your password as the expiration date approaches. You can find directions to use the Self-Service Password Tool at the following link. Changing your password here changes the login password on almost all systems: <https://ashland.edu/password>

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 (<https://ashland.edu/it>) 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. You will need to login with your credentials.

Email

PLEASE NOTE - Ashland University provides all faculty (full and adjunct), staff and students an official University email address. 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>

Access to the AU WirelessNetwork

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://ashland.edu/it>

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>

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 Zoom, 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.

The most direct link to Blackboard Learn is:
<https://ashland.blackboard.com>

Free Software: Microsoft Office Suite

As a degree program student of the seminary, you are able to download Microsoft Office through AU for no charge. To download, visit the following URL:

<https://office.com>

You will need to login using your AU email address and password.