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 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 (Genisys, Blackboard, 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

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

Email   helpdesk@regent.edu

Click   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, Blackboard, Genisys, DegreeWorks, and the library Databases as well as many other Regent Systems. You can log in to the MyRegent Portal at **my.regent.edu**.

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.

Blackboard Learn

Regent University uses Blackboard Learn, a web-based Learning Management System (LMS), to engage its students beyond the traditional walls of a classroom. Blackboard breathes life into educational content, brings efficiency to day-to-day tasks, empowers users with tools to engage in learning, and promotes collaboration and streamlines processes.

Blackboard Learn enables Regent Students to:

- Check grades anytime, anywhere
- Connect with professors, classmates, and a global network of learners
- Collaborate on projects and in study groups
- Always stay on top of what's important across all courses and other activities

24/7 BLACKBOARD SUPPORT

Regent University has partnered with Blackboard Support Services to provide Students, Faculty, and Staff with 24/7 expert support for Blackboard.

Regent Students, Faculty, and Staff have access to 24/7 Blackboard support through multiple channels:

- Integrated Blackboard Support Tab – A new contextual Support Tab is available on the right side of regent.blackboard.com. This tab provides dynamic Suggested Help based on your current location in the Blackboard Learning Management System.
- Blackboard Support Center Portal – The Blackboard Support Center portal provides access to knowledgebase articles, live support chat, support case creation and tracking, and phone support. Go to bbsupport.regent.edu.
- Phone Support – Access to 24/7 Blackboard phone support is available by calling the IT Help Desk at 757.352.4076 and selecting the option for Blackboard 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, unlimited Google Drive (free cloud based storage) and Google Hangouts (text, voice, and video messaging service).

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

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 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** for more information.