

Information Technology Quick Start Guide

This Quick Start Guide is designed as an introduction to Information Technology and highlights some of the technologies and services available to you at Regent University. Please visit us at www.regent.edu/it for more information.

Information Technology Mission

The mission of the Information Technology department is to provide the technology infrastructure and tools which increase the productivity of faculty, staff and students. We provide leadership, technical expertise and support.

MyREGENT

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 of your online Regent resources. After logging in to the MyRegent Portal, you can access Blackboard, Webmail, and Genisys without having to provide your username and password again. The MyRegent Portal is accessible via my.regent.edu.

When you were accepted to Regent, you should have received an email with instructions on how to initialize your MyRegent account. If you never received this email, please go to www.regent.edu/myregentid.

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 campus, such as a man-made or natural disaster. Be sure to update your RegentAlert contact information the next time you logon to my.regent.edu.

Help Desk

The Help Desk is your initial point of contact for the Information Technology Department. If you are having problems accessing any Regent systems (MyRegent, Genisys, Blackboard, Email, etc.), need your password reset, or are having difficulties with a Regent University computer, the Help Desk is here to help!

Call: 757-352-4076, 8am-10pm Monday - Friday
Email: helpdesk@regent.edu
Click: www.regent.edu/it/helpdesk
Visit: COM 300, 8am-5pm Monday – Friday

The Help Desk will be glad to assist you with Regent-owned computers and systems, but we cannot provide repair support for personal computers.

Computer Labs

There are five computer labs at the Virginia Beach campus for student and staff use. They are located in COM 154, SC 119, LIB 218, LIB 327, and CRB 239. Printing is available in the labs for 5 cents per page. Each new student is given an initial \$5.00 credit in their account and additional printing credit is available for purchase online. Go to www.regent.edu/it/labs/ for more information.

Blackboard Content System

Use your 'My Content' area in Blackboard to store your personal files, such as documents, spreadsheets, images, or any other content. You can access these documents from anywhere in the world with an internet connection! This area is a secure personal space and is only accessible by you. You can choose to share any of your documents with others at Regent or elsewhere. Each student has 500MB of space available in the Blackboard Content System. For more information, see the Content System and Portfolios area under the HELP tab in Blackboard.

Wireless

Wireless Local Area Network (WLAN) access points are available in many areas of the Regent University campus. The network names are **regent_public** for most of the campus and **regent_resnet** at the Regent Commons. These are the only authorized WLAN networks supplied by Regent University.

The wireless network is open to all students, faculty, staff, and campus visitors. There are no mechanisms in place to restrict usage of the wireless network such as WEP encryption or password-based authentication.

All access points on campus are based upon IEEE 802.11b/g technology, which specifies an 11/54 Mbps shared transmission speed.

Be sure to enable your wireless antenna on your laptop or mobile device. See your device manufacturer's specific instructions and troubleshooting for ensuring that your wireless antenna is enabled. Please visit <http://www.regent.edu/it/helpdesk/document/wireless.cfm> for more information.