

Regent University Information Technology

Computing at Regent University

Our Systems

Our lab computers are connected via a Local Area Network (LAN) which is controlled by multiple network servers.

We also have wireless networks available for Internet access. For more information, view our online wireless documentation at:

<http://www.regent.edu/it/helpdesk/document/wireless.cfm>

Obtaining Computer Access

You will receive your computer login information once you have been accepted and paid your enrollment deposit. Your school will mail your username and password to you. It is a violation of University policy to share your password with someone else. You can lose your computer privileges if you share this information with others.

Note: If you need assistance with changing your password, check with a Lab Assistant at ext. 4942 or call the Computer Help Desk at ext. 4076.

Computer Labs Information and Hours

There are six computer labs for student use on the Virginia Beach Campus. For more detailed information on each lab, go to: <http://www.regent.edu/it/labs> and click on the Lab Specifications link.

Library Training Lab - 2nd Floor Library Rm. 218:

24 Pentium IV Windows XP PCs (3 with DVD/CD-RW drives & 4 with CD-RW drives) with Office 2003, 2 laptop stations, HP LaserJet 8000N printer, and a color scanner.

Law Library Lab - 3rd Floor Library Rm. 327:

12 Pentium III Windows XP PCs (3 with CD-RW drives) with Office 2003 and HP LaserJet 4050N printer.

Robertson Hall Lab - 4th Floor Rm. 420:

12 Pentium III Windows XP PCs (3 with CD-RW drives) with Office 2003 and HP LaserJet 8000N printer.

CRB Training Lab - 2nd Floor Rm. 239:

21 Pentium IV Windows XP PCs (8 with CD-RW drives) with Office 2003, 6 laptop stations, and HP LaserJet 4050N printer.

COM Training Lab - 1st Floor Rm. 154:

16 Pentium IV Windows XP PCs (3 with CD-RW drives) with Office 2003, HP LaserJet 4100TN printer, and a color scanner.

Student Center Lab - 1st Floor Rm. 119:

21 Pentium IV Windows XP PCs (7 with CD-RW drives) with Office 2003, 1 Lab Assistant PC, 2 laptop stations, and HP LaserJet 4200TN printer.

The Labs are open during regular building hours for each respective building. The Library observes reduced hours during the summer and Holidays.

Saving Your Work in the Labs

One of the most frustrating things a computer user can face is losing work because it was not properly saved. Therefore, we recommend that you save your work often and in several places while using the computer labs on campus. We suggest:

- ◆ Try to avoid using floppy disks if possible. If you must use a floppy disk, always work with **at least** 2 disks. Use one as a backup of all the work you save on the other one.
- ◆ We recommend using a portable USB flash drive to transfer files instead of floppy disks.
- ◆ Save your work to your **Blackboard Content System**. For detailed instructions on how to do this click on the **Help** tab in Blackboard and look at the **Content System** section.

Accessing E-mail and the Internet

Lab PCs offer web-based e-mail and Internet browsing with Microsoft Internet Explorer.

Checking your E-mail

Go to <https://webmail.regent.edu> or click the E-mail icon located on the desktop of the lab computers. You will need your Regent e-mail username and password. Your e-mail can also be accessed from home or anywhere you access the Internet. See the *Checking Your E-Mail* information sheet for more information on checking your e-mail or click on the Reference Center link on the Help Desk Home page at: <http://www.regent.edu/it/helpdesk>.

Regent Portal

The Regent portal is a web page where student centered information, tools and links are available at any time during the day or night, provided you have access to the Internet. You login to your portal page once and only have to remember one username and password. Once you have done this, you will be able to use any of the tools, information and links that you have on your page. The web page can be personalized by selecting the tools that you want to use and the information that you want to display, based on your personal preferences – similar to how you would set up an Internet portal such as *my.yahoo.com* or *my.msn.com*. The portal includes links to Blackboard, Genisys and other important University sources of information. You can access the portal at:

<http://my.regent.edu>.

Help with Computer Problems

If you encounter problems while using the lab computers, you can report problems or get assistance in several ways.

1. Talk to a Lab Assistant

Lab Assistants are available to help with software, hardware, and printing questions. The Student Center Computer Lab is the primary station for Lab Assistants. You may call a Lab Assistant at ext. 4942 during lab hours.

2. Call the Computer Help Desk

You may call the Computer Help Desk at ext. 4076 on campus or 757-226-4076 from off campus. Hours are Monday – Friday 7:30 AM – 11:00 PM. An answering service answers calls after hours. A receptionist will obtain information from you about your problem so a Help Desk Operator can follow up with you on the next business day.

3. E-mail for Help

You can request help via e-mail by sending a message to helpdesk@regent.edu.

4. Web Page for Lab Problems

Report problems with computer lab equipment by submitting a service ticket, located at:

<http://www.regent.edu/it/helpdesk>

Software Help

If you are having problems with a software application, you should first try using the Help feature within the application. The Help feature is usually located on the right side of the menu bar at the top of the application. You can easily access information about a particular problem by using the Search function within the Help feature.

Printing in the Labs

Each student has an account for printing. New students are given an initial \$5.00 credit (100 pages) in their accounts the first semester that they are enrolled for classes. Each time you print, 5¢ per page will be deducted from your account. Once the credit in your account has been used, you may purchase additional printing credit from the Business Office which will be effective immediately. You may also purchase printing credit online; however, please allow one business day for your payment to be processed. If you try printing once and are unsuccessful, call a Lab Assistant at ext. 4942 or the Computer Help Desk at ext. 4076. Multiple attempts to print will result in deductions from your account for each print job. For more information, see:

<http://www.regent.edu/it/labs/labprinting.cfm>

About Information Technology

The Regent University IT Department provides computing services to the students, faculty, and staff of the University. Our department is committed to the effective and appropriate use of information technology as an instrument for accomplishing the University's mission.

The Information Technology Department will be glad to assist you with Regent-owned computers and systems, but we cannot provide support for personal computers.

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