

# Information Technology Services

## Howard Payne University



Welcome to HPU! The information below should help you get started with your courses and access campus resources. You will also find contact information for Information Technology Services below. Please let us know if you have any questions, or if there is anything we can do to help!

### Locating Technology Resources

For quick access to systems, such as email, Office 365 resources, Blackboard, and Atomic Learning, visit HPU Gateway. Once logged in, links to these systems are located on the right side of the student home page.

See **Menu -> Portal Information** in HPU Gateway for detailed how to documentation on specific functionality. For additional information regarding HPU systems and resources available to students, visit **Menu -> IT Services**.

### Account Claim – [hputx.edu/accountclaim](http://hputx.edu/accountclaim)

New students must claim their HPU network account in order to gain access to HPU Gateway, University email, Office 365 for Education, campus computers, wireless access for personal devices, the Blackboard Learn system, and Atomic Learning.

**User Name** – Your user name consists of firstname.lastname - as in john.doe. The name you use when registering at HPU will be the name used for all user accounts. Middle names or nicknames cannot be used.

**Password** – A temporary password will be sent to the personal email address of newly admitted students when accounts have been created. This temporary password is used for the account claim process. After that point, the secure password created by the student will work for all campus systems.

### E-mail & Office 365

Microsoft Office 365 Pro Plus is now available for all HPU students at no cost via the Microsoft Student Advantage program, and provides the following benefits:

- A digital download of Office 365 Pro Plus to install on up to 5 PC/Mac systems and/or mobile devices
- Office 365 Pro Plus stays up to date with the latest releases from Microsoft (currently Office Professional Plus 2016 for Windows and Office 2016 for Mac)
- Create and store Word, Excel, PowerPoint, Access, OneNote, and Publisher files locally on your machine or on OneDrive cloud-based storage

The University provides an email account for your use at HPU. This account is good from the first day of enrollment until you graduate. The address is <your username>@hputx.edu. You must check this email account, as it is the official communication path from us to you. Detailed instructions for connecting on personal devices can be found at [helpdesk.hputx.edu](http://helpdesk.hputx.edu). You may create rules to forward HPU email to another account, but keep in mind that many free accounts have limited size mailboxes and when full, will not accept new mail. The HPU IT Services department will not be responsible for mail that is forwarded to off campus addresses.

**NOTE:** Any mass communication from IT Services will come directly from one of the members of our staff. Never give out usernames, passwords, credit card numbers, bank account information, or any other important personal pieces of information through email.

### Blackboard

Blackboard is an Internet based course management tool used by many instructors to offer additional classroom resources. Depending on the course, these additional features may include lecture notes, course syllabi, schedules, handouts, class discussions, and quizzes. Not all HPU instructors use Blackboard. You will only see courses in which the instructor has decided to utilize Blackboard.

**NOTE:** As new students, keep in mind that your Blackboard account will not be accessible until the Friday before classes begin. Your account will be activated at that time, and you will use the same credentials mentioned above for system access.

## HPU Gateway

HPU Gateway is the single virtual gateway to all student resources and systems. Students can log in here to access current course schedules, grades, unofficial transcripts, and degree audit information. You can also review your bill, view/accept financial aid awards, as well as making enrollment deposit payments and setting up a payment plan after classes are scheduled. See **Menu -> Portal Information** in HPU Gateway for how-to documentation.

## Atomic Learning

HPU has partnered with Atomic Learning to bring technology training and support resources to all faculty, staff, and students. From instant answers on “how to” questions to step-by-step training workshops, Atomic Learning is being used to simplify and encourage campus technology integration, training, and support. Available 24 hours a day, seven days a week from campus or home, Atomic Learning creates flexible learning opportunities that make it easy for learners of all ages to embrace technology.

**Computer name** – We ask that on campus residents ensure their computer is named with first name and last name, as in johndoe. In the event of duplicate names, add a numeric suffix to make it unique. This naming scheme will help us identify your system and quickly contact you if needed. This is required by University Policy, and your access to the network will be blocked if you fail to comply. Instructions can be found on the IT Services Helpdesk website.

**Antivirus** – You must have antivirus software with a current subscription to virus definitions. We recommend a free antivirus solution called Microsoft Security Essentials. It is available for download from the IT Services Helpdesk website or can be found easily on the Microsoft website. If you do not feel comfortable performing the installation yourself, you may bring your computer to the IT Services offices, and we will install it for you.

**Wireless network** – HPU has wireless access in the dormitories, apartments, and other areas on campus. If you are buying a laptop or tablet, please be sure it has WPA2-Enterprise capability. Authentication will be required to access the campus wireless; however, there will be some configuration required on wireless devices before your HPU user credentials will be accepted for connection. Please check the IT Services Helpdesk website for setup instructions for your specific operating system. You may also bring your device to the IT Services offices, and we will help you with the configuration.

**NOTE:** We ask that you **NOT** bring wireless access points or routers to school with you. We also ask that you do not bring wireless printers or that you disable the wireless feature on these devices once you arrive.

**Peer-to-Peer software** – Software such as BitTorrent, Limewire, KaZaa, eDonkey, Morpheus, etc, designed for file sharing over the internet are now blocked. We cannot allow such content on our network due to the severity of security issues peer-to-peer applications present.

## IT Services Help Desk General Contact Information

**Phone:** (325)-649-8840 or toll free (888)-649-8767

**Walk-in:** Packer Admin Building, Room 108

**Email:** [helpdesk@hputx.edu](mailto:helpdesk@hputx.edu)

**Website:** <http://helpdesk.hputx.edu>

Contact us for questions regarding:

- available campus resources
- email and wireless setup on personal devices
- problems logging on to HPU systems
- personal computer requirements for campus
- internet connectivity issues for campus
- wireless and Ethernet in on-campus housing



# Office 365

STUDENT ADVANTAGE

**Software Discounts** – Microsoft Office is available to all enrolled students **free of charge** via the Microsoft Student Advantage program at <http://office365.hputx.edu>. Visit the IT Services website for details. Other software is available at discounted prices here: <http://www.varsitybuys.com>.

**Hardware Discounts** – Hardware discounts are available from Dell for HPU students. Visit **Menu -> IT Services** in HPU Gateway for details. Other retailers may also provide discounts for students so be sure to check their site when shopping for computer equipment.