



Dear New River Employee,

Welcome to New River Community and Technical College! To help you get started at New River, I'm including some important information in this letter for you. If you have any questions about the information, please contact our Help Desk for assistance.

New River has recently made significant progress across all of our campus locations in creating a state-of-the-art network, phone system, and many other technology services. As a new full-time employee, you should have a computer and a phone assigned to you. And a New River email account should be created for you and you may have access to other online resources, depending on your position responsibilities (see your supervisor for more details).

To access New River's online resources, you must know your **username** and you must create a **password**. The links in the table below will be helpful to you as you get started.

New River home page:	http://www.newriver.edu
Verify you have an email account and locate your username (People Search):	http://intranet.newriver.edu/directory/
New River Portal	https://my.newriver.edu
Orientation Overview:	https://web.newriver.edu/training/it075/
Computer Use Policy:	https://web.newriver.edu/procedures/computer-use-policy.pdf
Cisco Phone Information:	https://web.newriver.edu/quicksteps/phones.html
Library Fact Sheet:	https://web.newriver.edu/library-factsheet.html

To find out if your account has been created and to locate your username, start by searching our online directory (People Search). Your **username** is the part of your email address to the left of the @ symbol. My email address is dayersman@newriver.edu so my username is **dayersman**.

You must create your initial **password** using the **First Time User** link on the portal login page (<https://my.newriver.edu>). You will be prompted to answer three identification questions before you're allowed to create your password (to prove your identity). We require you to change your password at least every 180 days (you'll be prompted) by using the **Forgot Password** link on the portal login page. As you change your password, you'll be prompted to choose four security questions and provide responses to them. You should also provide your secondary (personal) email address and cell phone information as you configure your security questions.

www.newriver.edu

**Greenbrier Valley
Campus**
101 Church Street
Lewisburg, WV 24901
304.647.6560
304.647.6561 Fax

**Mercer County
Campus**
1001 Mercer Street
Princeton, WV 24740
304.425.5858
304.425.0860 Fax

**Nicholas County
Campus**
6101 Webster Road
Summersville, WV 26651
304.872.1236
304.872.3587 Fax

**Raleigh County
Campus**
280 University Drive
Beaver, WV 25813
304.929.5450
304.929.5462 Fax

**Central
Administration**
280 University Drive
Beaver, WV 25813
304.929.5445
304.929.5478 Fax

There are a few online services available to you through the portal that will require you to authenticate the first time before you can use them. But once you authenticate that first time, the portal will remember your username and password for these services so that you aren't asked for them each time you access them. These include **Self-Service Banner**, **Kronos**, and **Internet Native Banner**.

For **Self-Service Banner**, your 9-digit New River ID number is your **User ID** and your 6-digit date of birth (formatted like **122574**) is your **PIN**.

We use Kronos for leave management and timekeeping. Each employee must establish a **MyApps** account to access **Kronos**. A link to **MyApps** is available in the portal.

Only select employees use **Internet Native Banner**, but your username and password are the same as your email username and password. Please consult with your supervisor regarding what type of access (if any) you need. Supervisors must submit a request to Dara Fann to have your account created and your access assigned.

I hope your employment experience at New River is a very positive one. For any questions pertaining to technical support please call the Help Desk (304-929-6725) or email us at itsupport@newriver.edu.

Best regards,



Dr. David J. Ayersman
Vice President, Information Technology Services
New River Community and Technical College