

## Welcome Letter to New Students from IT

Welcome to New River! To help you get started, this letter contains some important information. Please review the information and if you have any questions about it, please contact our Help Desk (or me directly) for assistance.

We've recently made several improvements to our online services to improve security and provide easier access for remote learners. Several support services have also been improved and you have access to these services through the New River Portal links to these services.

**As a student, you have access to computer labs at each of our campuses and to the online services you'll need for success at New River.** All students receive a New River email account, and it is your primary method of communication within the College, so it is important that you check your New River email regularly, to avoid missing important information.

*You must know your **username** and you must create a **password** to access New River's online services.*

To get started, you must know your **username** and the initial password assigned to you—which is your ID number inserted between the **N** and **r\$** characters to look like this **N000123456r\$**

After entering your initial password, you'll be prompted to create a new **password** to access New River's online services.

To determine your username, start by searching our online public directory (**People Search**) for your email address. Your **username** is the part of your email address to the left of the @ symbol. As an example, the New River email address for **John D. Student** is [student\\_jd@newriver.edu](mailto:student_jd@newriver.edu) so his username is **student\_jd**.

We have a Help Desk knowledge base article that provides additional information about your first-time user access:

<https://help.newriver.edu/knowledgebase.php?article=24>

The links below are for key services available to you that should be helpful to all students.

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| New River's <b>home page</b> :                    | <a href="https://www.newriver.edu">https://www.newriver.edu</a>   |
| <b>People Search</b> ( <i>public directory</i> ): | <a href="https://web.newriver.edu/directory/">https://web.newriver.edu/directory/</a>   |
| New River <b>Portal</b> :                         | <a href="https://portal.newriver.edu">https://portal.newriver.edu</a>   |
| <b>IT Orientation Overview</b> :                  | <a href="https://web.newriver.edu/training/it075/">https://web.newriver.edu/training/it075/</a>                                       |
| Computer Use <b>Policy</b> :                      | <a href="https://web.newriver.edu/procedures/computer-use-policy.pdf">https://web.newriver.edu/procedures/computer-use-policy.pdf</a> |
| <b>Remote Learning</b> :                          | <a href="https://web.newriver.edu/technology/index.html">https://web.newriver.edu/technology/index.html</a>                           |
| <b>Privacy Awareness</b> Training                 | <a href="https://www.linkedin.com/learning-login">https://www.linkedin.com/learning-login</a>   |
| <b>Online Orientation</b> :                       | <a href="http://www.onlineorientation.net/newriver/-/pub/Intake">http://www.onlineorientation.net/newriver/-/pub/Intake</a>           |
| <b>ID Cards</b> :                                 | <a href="https://web.newriver.edu/procedures/ID-Card-Procedures.pdf">https://web.newriver.edu/procedures/ID-Card-Procedures.pdf</a>   |
| <b>IT Help Desk</b> ( <i>for assistance</i> ):    | <a href="https://web.newriver.edu/helpdesk/index.html">https://web.newriver.edu/helpdesk/index.html</a>                               |
| <b>Library</b> Services:                          | <a href="https://www.newriver.edu/library-services/">https://www.newriver.edu/library-services/</a>                                   |

**You must create your initial password using the First Time User link on the portal login page.**

You will be prompted to answer three identification questions before you're allowed to create your password (to prove your identity). You are required 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 personal

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cell phone information as you configure your security questions. **The OTP (One-Time Passcode) is sent to you using your cell number or personal email address.**

There are some online services available to you through the portal that do NOT use single sign-on, so your username and password may differ for these services. A few services on the portal page require no authentication at all, as they are publicly available (like People Search).

Please review the **Computer Use Policy** as well as the **Orientation Overview** information. Services available to all students through the portal include:

1. **Email** is provided using the **Office 365 Email** link in the portal, and the Microsoft Office software can also be downloaded using that same link.
2. **Zoom** is a tool for instant messaging, virtual meetings, interactive discussions, and online support for both students and employees. **Zoom** is also used by instructors and students for remote learning and virtual office hours.
3. **Regroup** is an emergency messaging system and each student or employee can register a personal cell number and email address to be contacted for emergencies.
4. **Brightspace D2L** is used to deliver course content (the syllabus and more), assignments, assessments, and for class-based communications with course messages and discussions.
5. **Self-Service Banner** provides official academic records, course schedules, and financial aid information.

Regardless of whether you take online or traditional on-site courses, it is important that you communicate effectively with your instructor to adequately understand all your course requirements and instructor expectations.

New River provides traditional face-to-face courses as well as web-based and video-based remote learning opportunities. Remote learning requires as much (or sometimes even more) effort on your part as traditional face-to-face learning. Taking a course remotely means you might not have to travel to campus for class meetings, but you do need to exhibit a high degree of self-discipline to complete the course requirements on time. The administrative procedures and deadlines for remote learning courses are the same as for traditional face-to-face courses. This applies to the course start and end dates as well as to procedures for enrolling, paying tuition, adding/dropping, and withdrawing. **For questions pertaining to these issues please contact your Coach, Advisor, or your instructor.**

In summary, I hope your student experience at New River is very rewarding for you while also contributing to the ongoing improvement of the College and our community. I encourage you to take advantage of our services and resources and to contact us if you have any questions. Please contact me or anyone from my department if you have questions or need technical support. Our Help Desk can be reached by phone (304-929-6725), email ([itsupport@newriver.edu](mailto:itsupport@newriver.edu)), or online (<https://newriver.zendesk.com/hc>).

Best regards,



Dr. David J. Ayersman  
Vice President and Chief Information Officer