

If you have a question about using my.northwood.edu and it is not answered here, email it to helpdesk@northwood.edu for an answer.

What is my.northwood.edu?

It is an online community created and maintained for Northwood students, faculty and staff which serves as the primary tool for communicating, for teaching and learning, and for providing information, services, tools and resources.

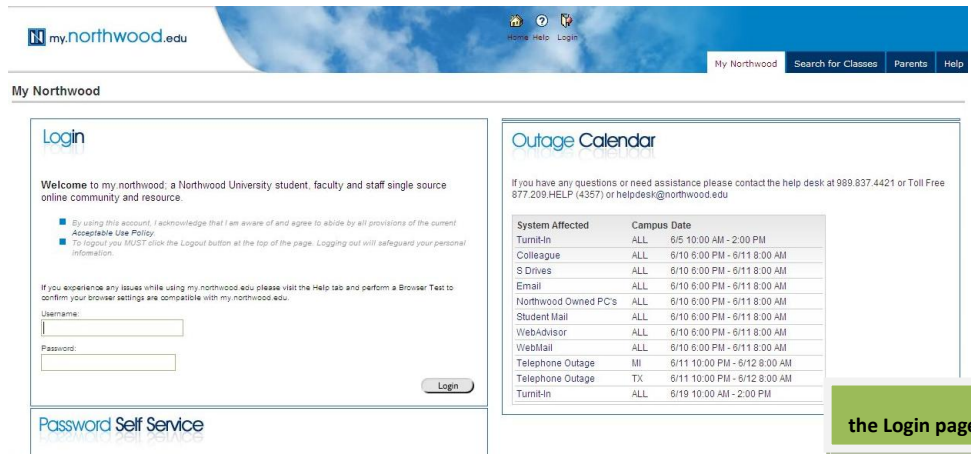
Why is it important to me?

As a Northwood student you will use it almost daily to stay informed, access online course information, documents and activities, store files, access personal financial and academic information, access your Northwood email and a growing list of resources and services such as academic advising, athletic results, dining menus, the bookstore, etc.

How do I get to my.northwood.edu?

Go online to <http://my.northwood.edu> to login.

Login using your Northwood assigned username and assigned or current password.



What do I do if I can't login to my.northwood?

You can change or reset your password using the Password Self-Service tool on the login page. Or, contact Northwood's IT Helpdesk via email to helpdesk@northwood.edu or call (toll free) to **877.209.4357**.

How do I get help if I'm having technical difficulties in the my.northwood.edu site or my online courses?

Contact Northwood's IT Helpdesk @ helpdesk@northwood.edu or by phone @ **877.209.4357**.

What computer hardware and software do I need to use my.northwood?

The following hardware and software are *recommended* specifications to work with the Blackboard application:

Platform:

- PC (Windows 2000/XP/Vista)
- Mac (10.2, 10.3, 10.4)

Hardware:

- 128 MB of RAM
- 2 GB of free disk space
- Sound card with speakers (for courses with multimedia)
- Ethernet or Wireless network card (for high-speed Internet connection) or 56K modem (for dial-up Internet connection)

- T1, DSL, Cable, or Satellite high-speed connection (56K dial-up will work, but the online course system will run slowly).

Software:

- ****Java JRE plugin** (very important so that everything in the system works properly!)
- [Adobe Acrobat Reader](#) (for viewing and printing PDF files)
- [Real Player](#) (for viewing streaming video or listening to streaming audio clips)
- [QuickTime](#) (for viewing QuickTime video)
- [Flash Player](#) (for viewing animations or using interactive content)
- [Shockwave Player](#) (for viewing animations or using interactive content)
- [Windows Media Player](#) (for viewing streaming video or listening to streaming audio clips)

****Get Java (very important!)**

1. PC users GO TO: <http://www.java.com/en/download/manual.jsp> to download the correct Java version (If you are using a Macintosh, GOTO: http://support.apple.com/downloads/Java_1_3_1_and_1_4_2_Release_2 to download Java)

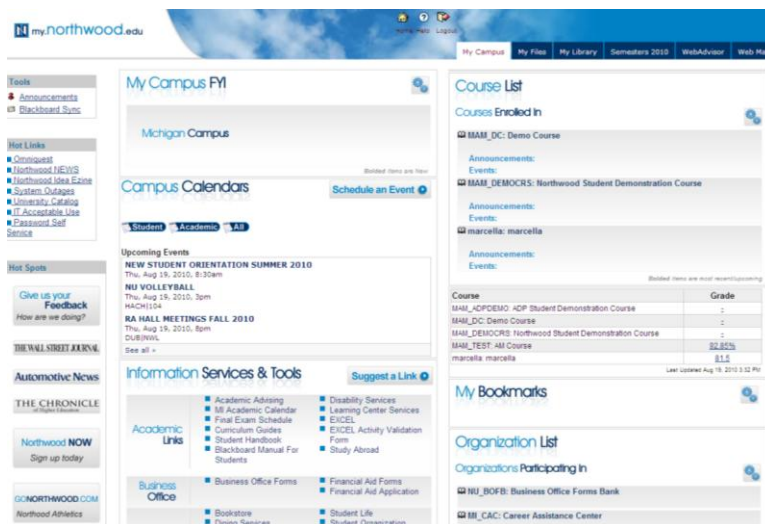
2. Click to Accept the License Agreement.
3. Click Window Offline Installation, Multi-language.
4. Click Run to download. **Be patient!**
5. Click Run to install. **Be patient!**
6. Follow the prompts to install the Typical Java installation. **Be patient!**
7. Restart your computer to complete the installation process.

Browsers:

Browser	Windows XP	Windows Vista Desktop	Mac 10.3	Mac 10.4	Mac 10.5
Microsoft Internet Explorer 6	Compatible	Certified	Not Tested	Not Tested	Not Tested
Microsoft Internet Explorer 7	Compatible	Certified	Not Tested	Not Tested	Not Tested
Mozilla Firefox 1.5	Compatible	Certified	Certified	Not Tested	Not Tested
Mozilla Firefox 2.0	Certified	Certified	Not Tested	Certified	Not Tested
Apple Safari 2	Not Tested	Not Tested	Not Tested	Certified	Certified
Apple Safari 3	Not Tested	Not Tested	Not Tested	Compatible	Compatible

Note: Using a Certified browser will result in the best user experience.

What will I find inside the my.northwood.edu web site?



Inside, the site is organized and navigated through a series of tabs—starting with My Campus which houses student resources like the Wall Street Journal, FYIs and Calendars for communicating University events, happenings and important and is access to courses and any organization in which you are enrolled. Subsequent tabs are My Files, My Library, Web Advisor and Web Mail.

Note: periodically special event tabs might also appear.

What will I find in each Tab area?

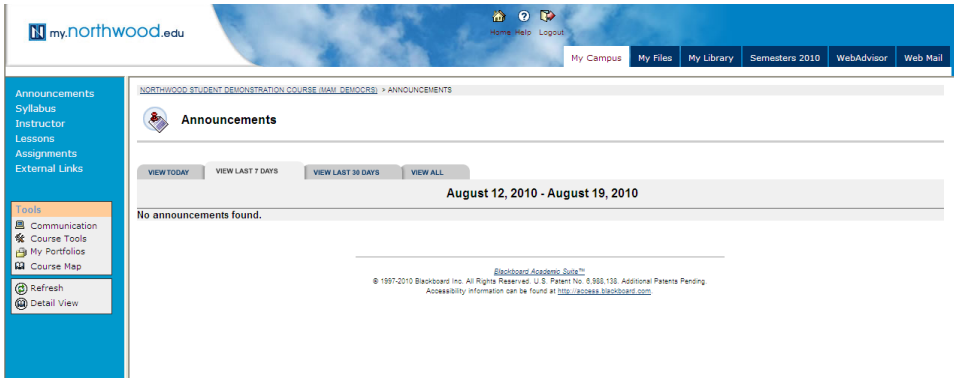
My Files - Used to store personal documents/files via My Content or access University shared resources via Northwood University (see menu)

My Library – Electronic library research and reference collections

Web Advisor – Used by students to access personal financial and academic information, resources, and tools.

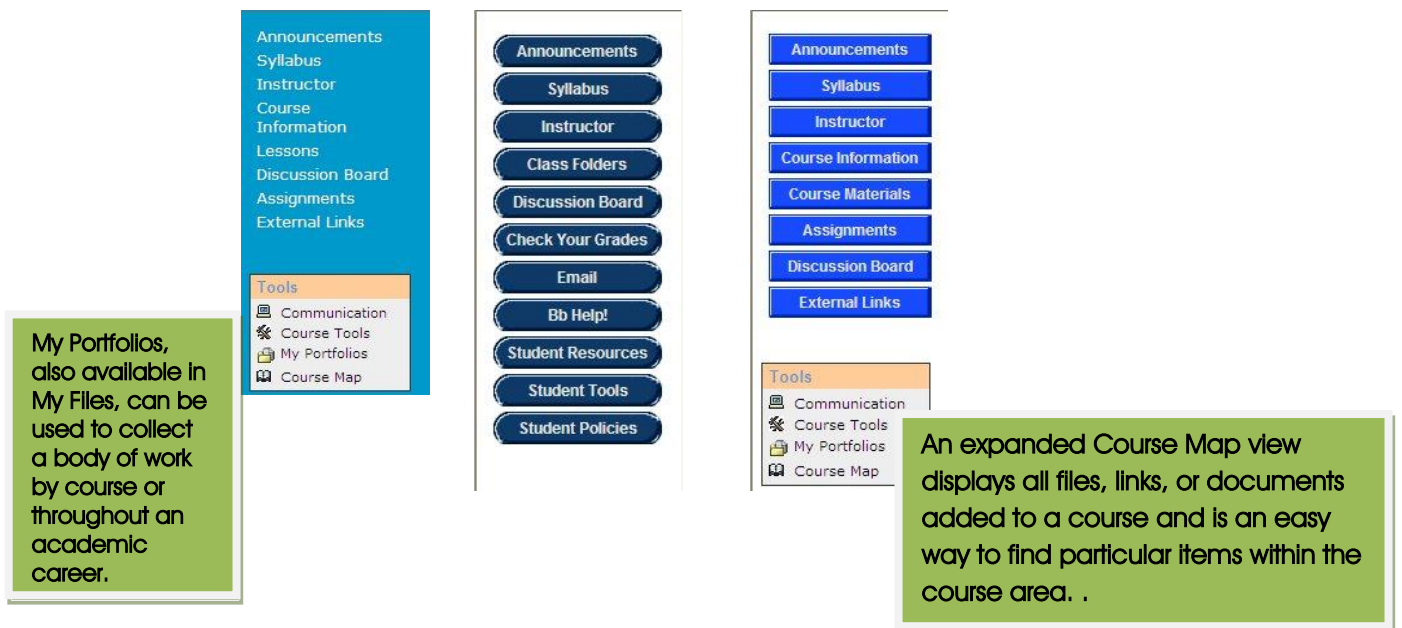
Web Mail – Access to Northwood email.

What does an online course look like?



Each course will be made up of two parts – (1) The Course Menu and (2) The Display Area. Clicking the course menu titles opens to the course documents, folders, links, and activities students will use to complete course requirements.

Examples of course menus. Even though their appearance varies they represent the first level of navigation and access to course content.



What is in "Tools" box on the course menu?



The Tools box links students to tools used for communication, to complete work, to monitor progress, or access resources and references.

Communication is a link to the different communication tools available in the course:



Announcements – messages displayed on the opening screen of each course, created by the instructor to communicate timely information to students; **Collaboration** – real-time chat rooms; **Discussion Board** – tool for class discussion; the instructor posts a topic and members of the class respond; **Group Pages** – groups spaces for collaboration on group projects can be created in online courses and the student accesses those spaces through this link; **Messages** – an internal instant messaging system; **Roster** – a list of the members of a class; **Send Email** – the email tool for the class, email can be generated to all members or individual members

Course Tools is a link to important student and course information such as grades and attendance.

Tools



Calendar –course events; **Glossary** – course-specific terms and definitions; **My Grades** –student view/access to confirm assignments have been submitted, to review grades, grading comments and returned work; **Personal Information** – select your CD Rom drive by computer type PC or MAC; **Tasks** –tool for prioritizing work/projects; **User Manual** –student version of the Blackboard manual; **Course Attendance** –student attendance taken by instructor as absent, late, left early or excused.

When can I enter my courses ?

Students enrolled in

- campus classes will be able to access their courses 14 days prior to first day of the class from the Course List module on the My Campus tab within my.northwood.edu.
- once a campus course ends, students retain access for 7 days following the end date of the course.

What kinds of information will I find in my courses?

As instructors vary, so too, do the online course sites they develop. Courses will not always be the same.

Every course will house the course **Syllabus**.

Instructors often utilize course communication tools to post course announcements and send class email. Email sent to you from your instructor will be sent to your Northwood email account. Announcements posted by your instructor are viewable on the opening screen of every course and from Announcements link displayed following the course title in the Course List module.

Other common uses you will encounter include access to supplemental course materials such as lecture outlines, PowerPoint presentations, video and audio materials. Faculty use the sites to collect homework and projects through course links and give online tests.

What should I do next after I've entered a course site?

Your instructor may have posted a Welcome announcement which may include that direction and will be displayed on the opening screen of the course. If not, open the **Syllabus** link found on the **course menu**. After you've reviewed the syllabus thoroughly, continue accessing each menu area to locate additional information or instructions. If your use of the site for the completion of course requirements is not clear, immediately contact the instructor for clarification.

How often do I have to visit these courses?

You should be **logging in to the site and your courses on a daily basis** to be sure you are keeping pace with assignments that might be posted there and staying abreast of any communications from your instructor regarding your class.

Do I have to be online at a particular time?

No, these sites are available 24/7 and you have access at any time while you are enrolled in the course.

Do I have to be on campus to access the course sites?

No, you are able to access My.northwood from any location that you have access to the Internet.

What time of day are the course sites available to me?

All course sites, barring any unknown interruptions, will be available to you 24/7 throughout the term in which you are enrolled in the course.

Will this site replace going to classes?

These sites are supplemental in nature and *do not* relieve you of your responsibility to attend all course classroom meetings.

How do I get enrolled in one of these course sites?

You are automatically enrolled in course sites through the registration process.

How do I register for class?

When your registration period has been assigned you will see that date listed in a module located on the My Campus page, just above the Course List module, to register click the **Web Advisor** tab, then **Students**, and then the **Register for Sections** link.

How do I see my grades in these courses?

Official grades—midterm and final—are viewed through WebAdvisor. Inside my.northwood, click the Web Advisor tab, then the Students button to access all personal academic and financial student information.

Instructors may use their course Grade Centers during a semester to display student progress as each grade is awarded. That progress can be seen by students through the **Course - Grade** module located on the **My Campus** page. **Or**, from within each course by clicking the **Course Tools** link within the menu tools box and then clicking **My Grades**.

Instructors may choose **not** to display this information. If that is their preference, no information regarding student course progress will be available in either of the areas mentioned above. Any questions you have regarding being able to see your grades should be directed to your instructor.

Can I contact my instructor or classmates through my online course sites?

Email is available in your course sites, click the **Communication** link found in the course menu Tools box. A list of all methods of communication-including email-is available from this page. **NOTE:** only Northwood email accounts are used for distributing email from a course site. **Check your Northwood email regularly** (click the Web Mail tab inside my.northwood)!

Is there a way to send my assignments to my instructor through my course site?

Yes, when the instructor wishes to collect student work through the course site, they will create a link that the student will use for submitting their work.

Are there any extra costs related to these courses?

No, students do not incur any additional costs from participation in a supplemental online course site.

What help is available?

- Northwood University Helpdesk – Call 877.209.4357; eMail helpdesk@northwood.edu
- Online documentation providing step-by-step instruction for using various course tools is available at <https://www.northwood.edu/it/helpdesk/#3>
- Student Resources @ https://my.northwood.edu/bbcswebdav/xid-443078_4 which includes documentation and video demonstrations for using course tools (must be logged in to my.northwood for link to work properly)

- Blackboard Student Manual link within the Course Tools of each course menu Tools box

Who should I contact when I have a question? For:

- technical issues contact the University Helpdesk for help, and you should report difficulties, especially when related to assignments, to your instructor immediately
- course specific academic issues, such as assignment questions or location of specific information within the course, contact the course instructor
- administrative issues, such as registration or financial questions, contact the appropriate University advisor/department