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 at helpdesk@northwood.edu or by phone @ 877.209.4357.

When can I enter my courses?

Students enrolled in

- campus classes will be able to access their courses 30 days prior to first day of the class from the Course List module on the My Courses/Orgs tab within my.northwood.edu.
- once a campus course ends, students retain access for 14 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 through the “Bb_Student_Start: Bb Getting Started” course on the My Classes/Orgs tab

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