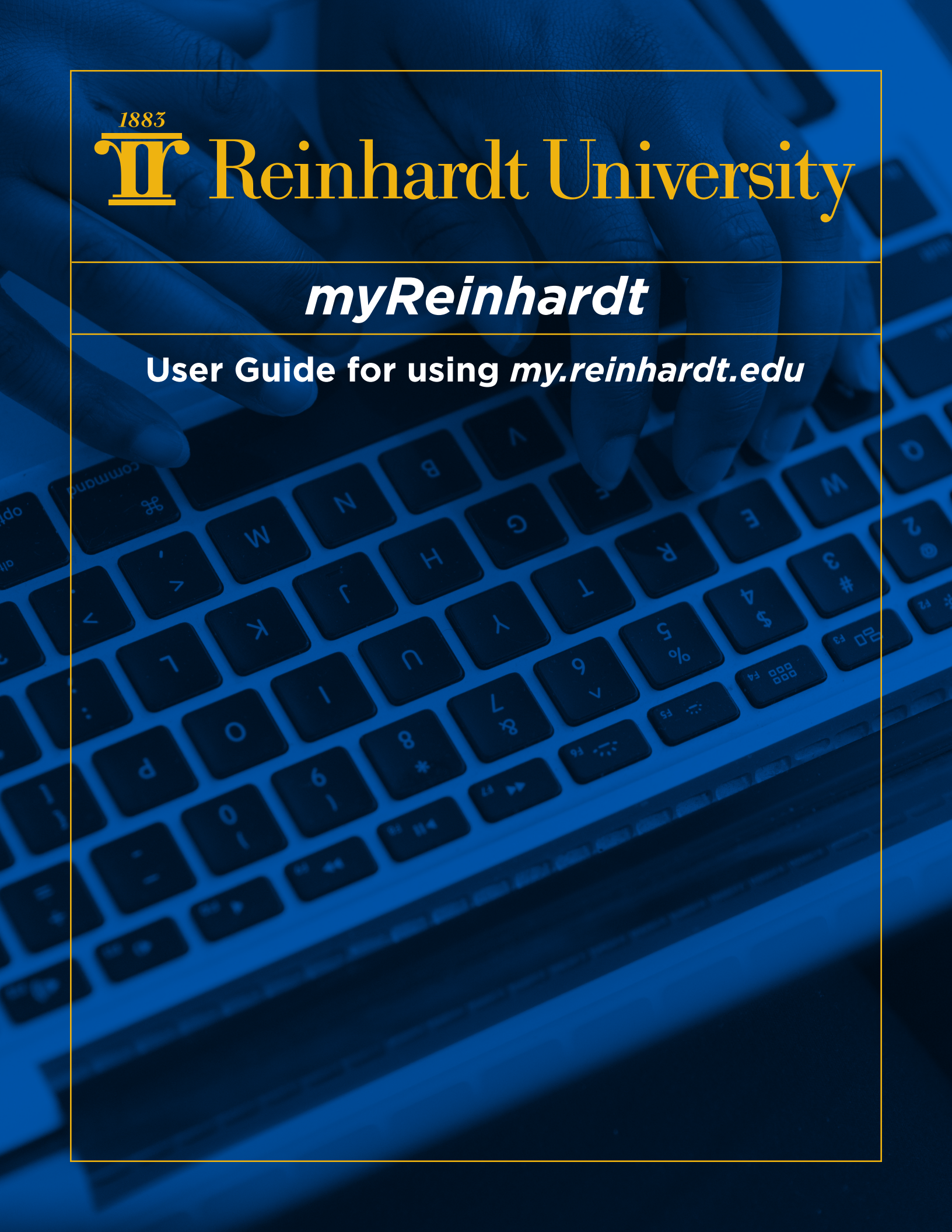

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Reinhardt University

myReinhardt

User Guide for using *my.reinhardt.edu*

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MYREINHARDT INTRODUCTION

This guide is intended to provide information on the purpose and the usage of *myReinhardt*. Your Reinhardt email account has been created. Key enrollment offices such as the Business Office, Financial Aid and your dean may communicate with you at this address. Additionally, once classes begin, all official Reinhardt communications will be sent to only this email address. Check this account often.

myReinhardt is intended to be a one stop portal for all online needs for students, faculty and staff at *Reinhardt.edu*.

The guide explains how to use *myReinhardt* in the following cases

1. If you already have a Reinhardt email account
2. How to change your password
3. How to login to the individual accounts for Canvas, Email and Eagle Web. At this time in phase 1, only Canvas login has been enabled through *myReinhardt*.

Tip 1.1: *myReinhardt* Password Methodology

myReinhardt is the preferred way to reset your Reinhardt password. Note *myReinhardt* uses the following methods to reset the password

a. Security Questions.
b. Text messages
c. Personal Emails (it is mentioned as primary email on myReinhardt)
d. Authenticator

When you login to *myReinhardt* for the first time, you will be required to set at least one of the options above for you to be able to use *myReinhardt*. Reinhardt IT team recommends having at least two of these methods set.

Tip 1.2: *myReinhardt* Password Complexity

Reinhardt University Password Policy mandates that your Reinhardt password should

- Contain a minimum of 14 characters (recommend a phrase)
- Uniqueness and special characters are not required

Tip 1.3: *myReinhardt* username

myReinhardt usernames are same as your Reinhardt email prefix.
See below for an example of Student and Faculty/Staff.

FOR STUDENTS

Unless otherwise specified, username for students is usually the last name followed by the five or six-digit Student ID e.g.
User – John Doe Miller Student ID – 123456
If your email address is miller123456@students.reinhardt.edu, your username is miller123456.

FOR STAFF & FACULTY

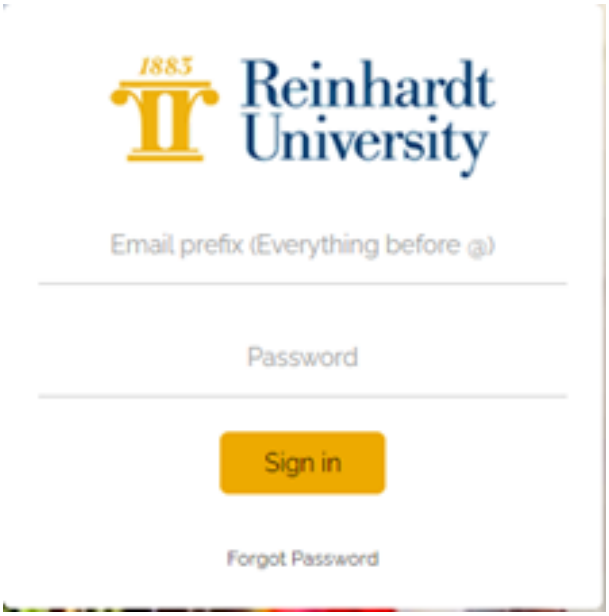
For staff and faculty it is usually first letter of first name, middle name and last name, or firstname.lastname e.g.
User – Adam Maiden Smith
If your email address is AMS@reinhardt.edu or Adam.Smith@reinhardt.edu, your username is AMS or Adam.Smith

CASE 1

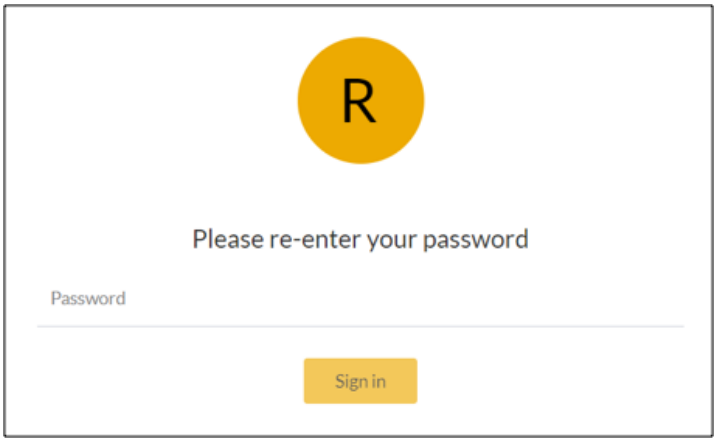
1. CASE: YOU HAVE A REINHARDT EMAIL ID AND PASSWORD

If you already have a Reinhardt email ID and password such as john.doe@reinhardt.edu or doe12345@reinhardt.edu; you will be required to login to this URL to set yourself up for security questions, register personal email or set up phone for text messaging (see Tip 1.1). You will use one of these methods to reset your password.

- Open your browser and navigate to myReinhardt at https://my.reinhardt.edu.



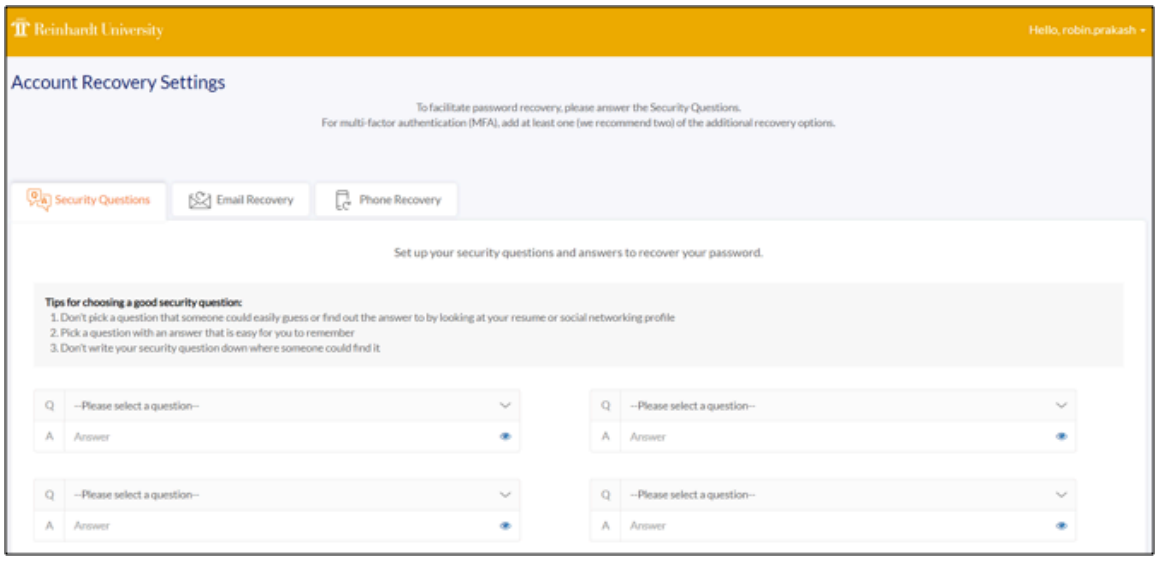
- Enter your Reinhardt username and current password (See Tip 1.3 for username).
- Re-enter your current password.



1. CASE: YOU HAVE A REINHARDT EMAIL ID AND PASSWORD (CONT.)

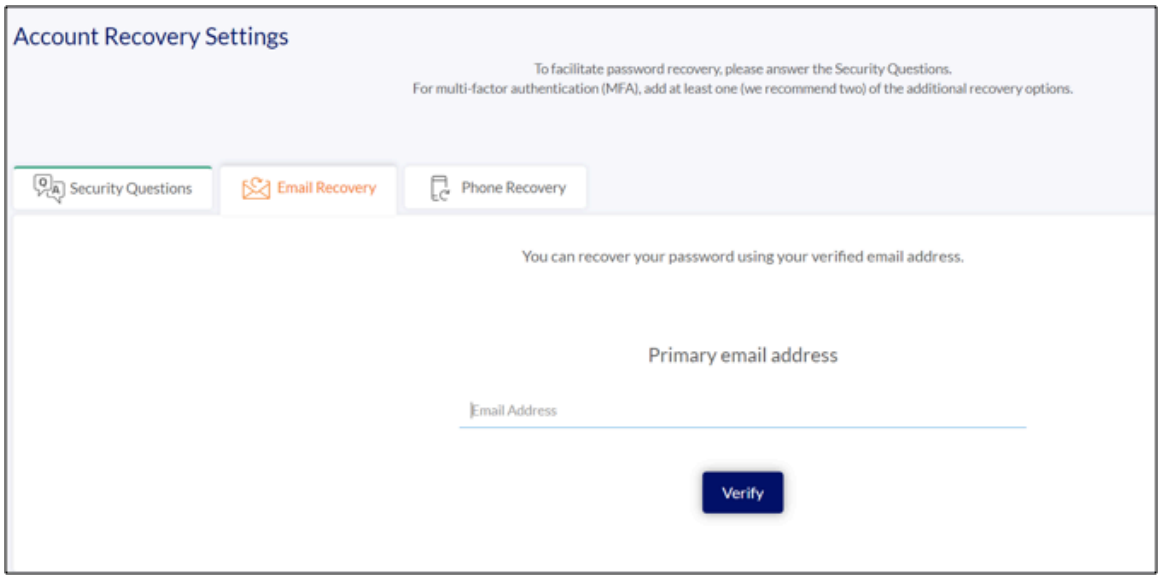
- User will land on One Time setup window page for account recovery setting. Users will have to either answer security questions, verify email, verify phone or authenticator. For multi-factor authentication (MFA), add at least one (we recommend three) of the additional recovery options.

Security Questions



- Answers all the security questions (User can select the question of his choice) and click Submit Button.

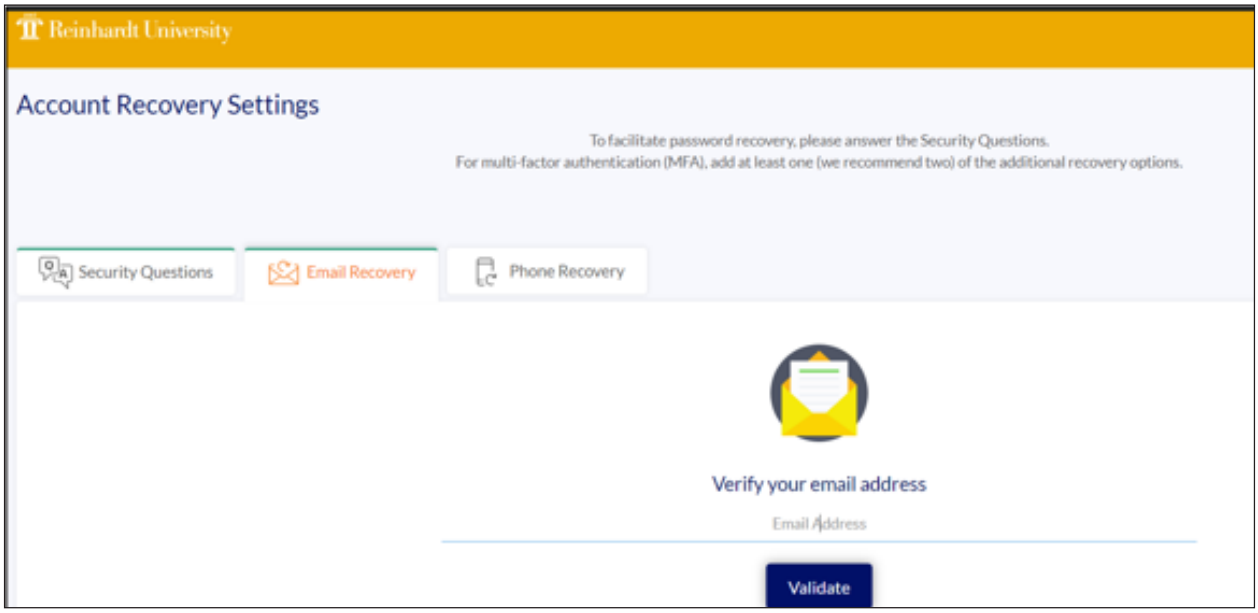
Email Recovery Setup



- Enter your personal email address and click Verify. User will receive a seven-digit security code (One time Password i.e. OTP) in their personal ID. In case you do not receive an OTP please click on resend OTP in next 1 minute.

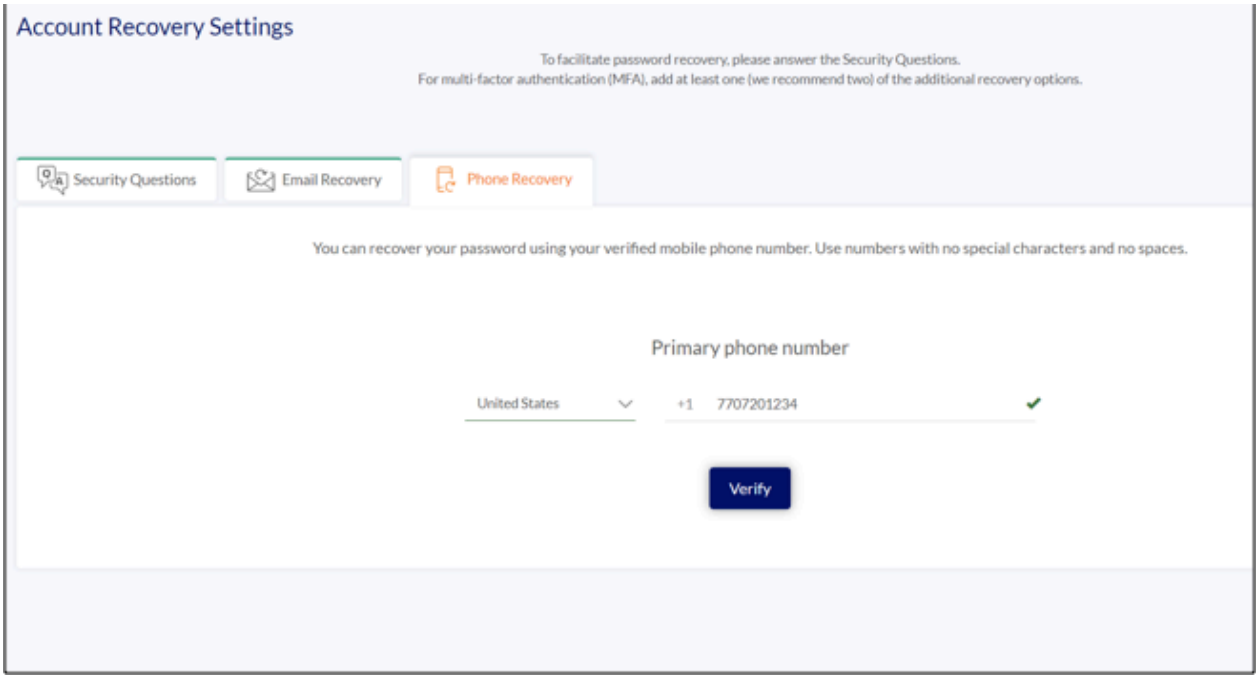
1. CASE: YOU HAVE A REINHARDT EMAIL ID AND PASSWORD (CONT.)

- Click Validate.
  Note: In this case, "Primary email address" refers to your primary recovery address, which should be your personal email (and not your Reinhardt email).



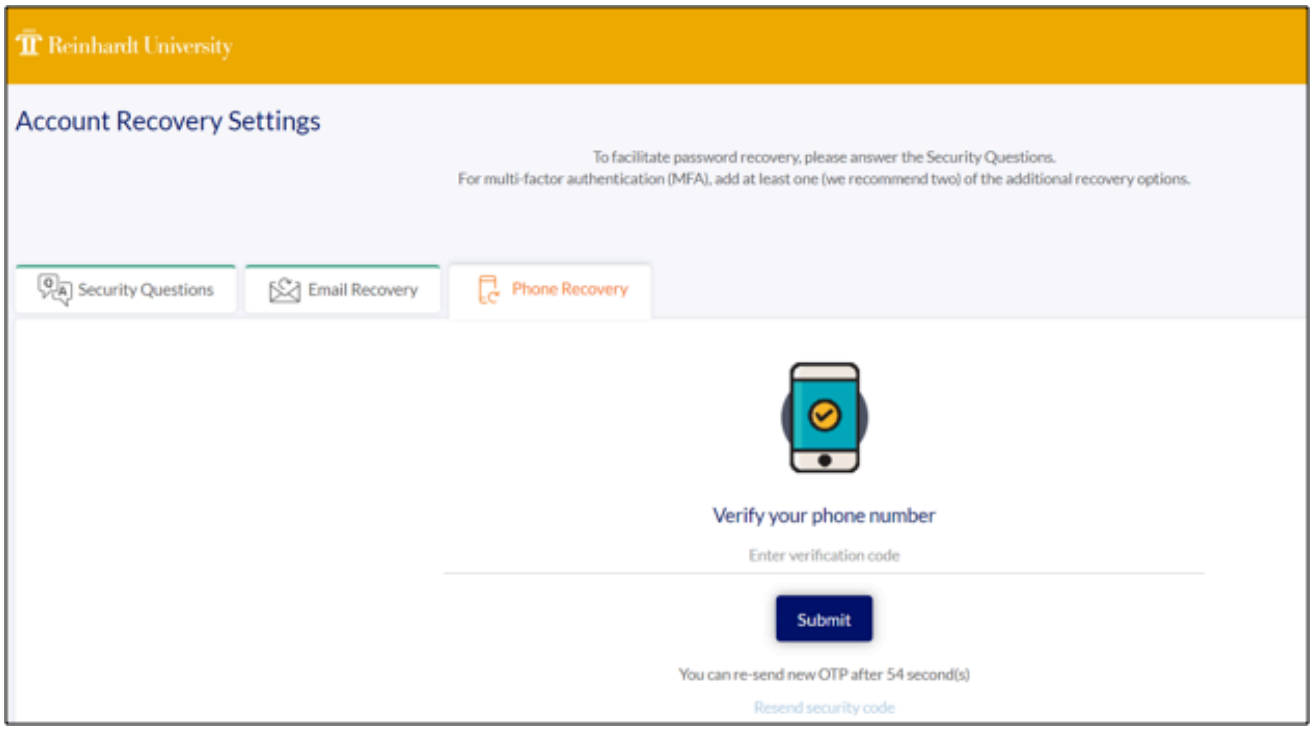
- User will receive a message that the email ID configured successfully.

Phone Recovery Setup



- Select your Country and enter your cell phone number. Click to Verify.

1. CASE: YOU HAVE A REINHARDT EMAIL ID AND PASSWORD (CONT.)

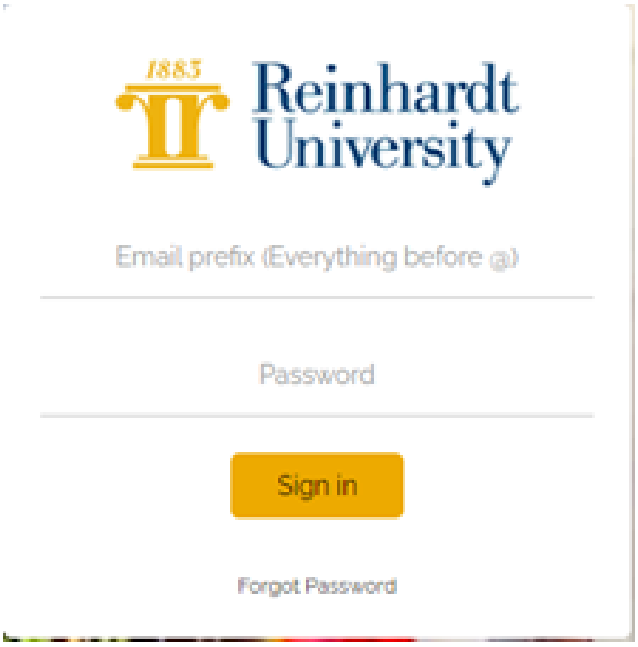


- User will receive SMS with seven-digit OTP over the mentioned cell number. Enter the number and click to Submit.

Once you have set this up, you are all set to begin.

2. CASE: HOW TO RESET YOUR PASSWORD

- Access the url in browser https://my.reinhardt.edu.

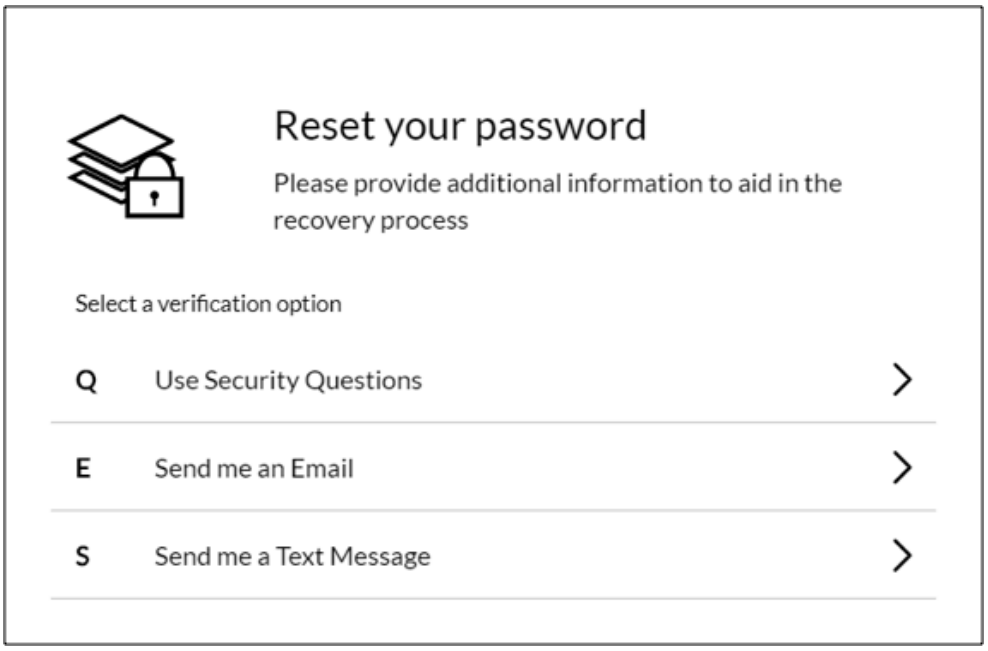


- Click on Forgot password link and enter username and click submit.

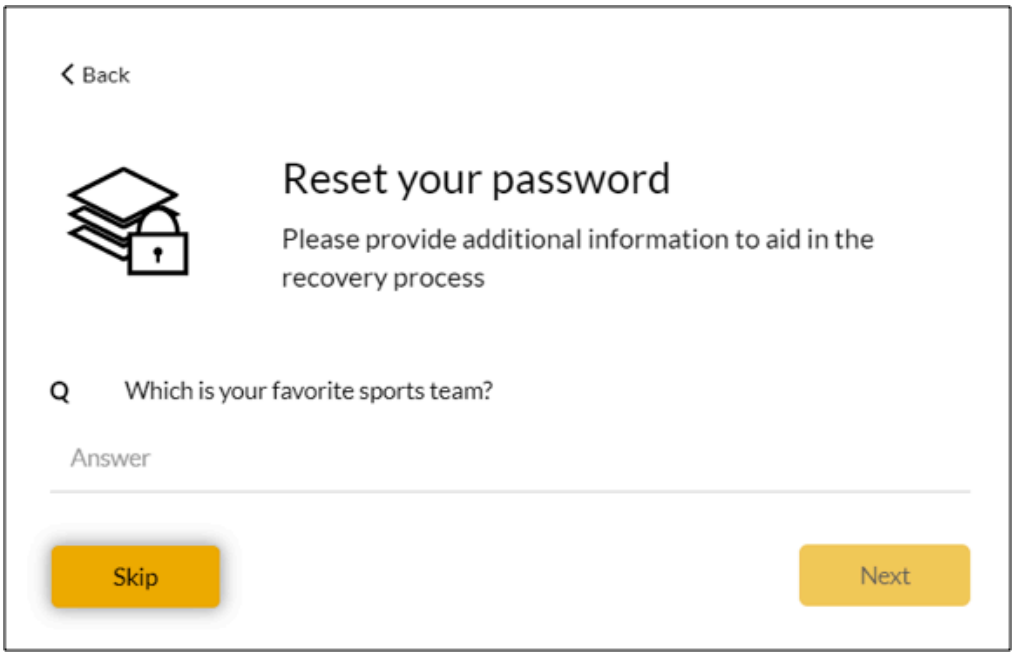
Use a minimum 14-character passphrase

2. CASE: HOW TO RESET YOUR PASSWORD (CONT.)

- User will get the option to choose identity verification method.
  (Select the option which you did opt for during Initial setup.
  If the user has completed all three options, choose any)



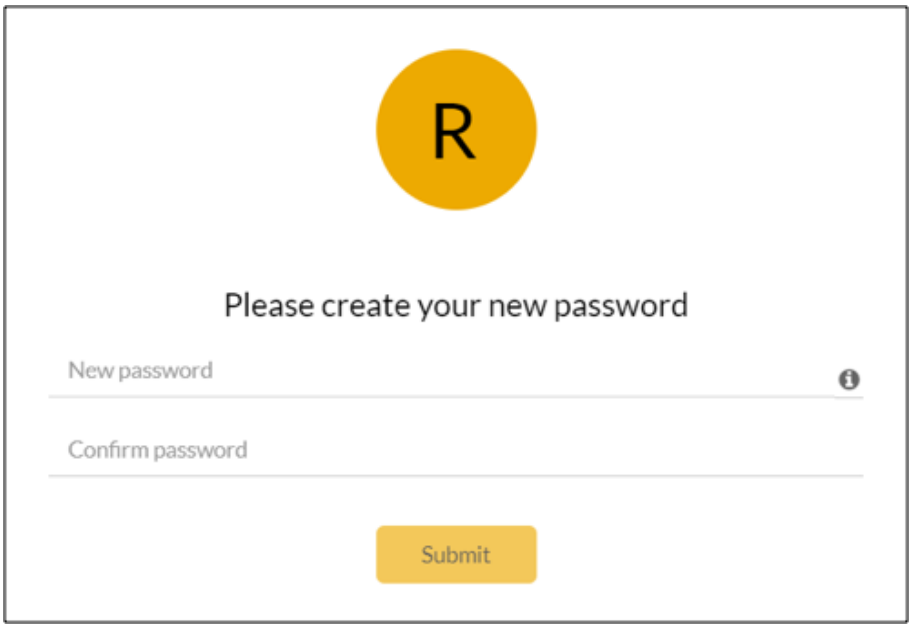
Use Security Question



- User will be prompted to answer two random questions.
  (out of the four question which were filled in during one-time setup)

2. CASE: HOW TO RESET YOUR PASSWORD (CONT.)

- Click Submit and user will be prompted to enter new password.



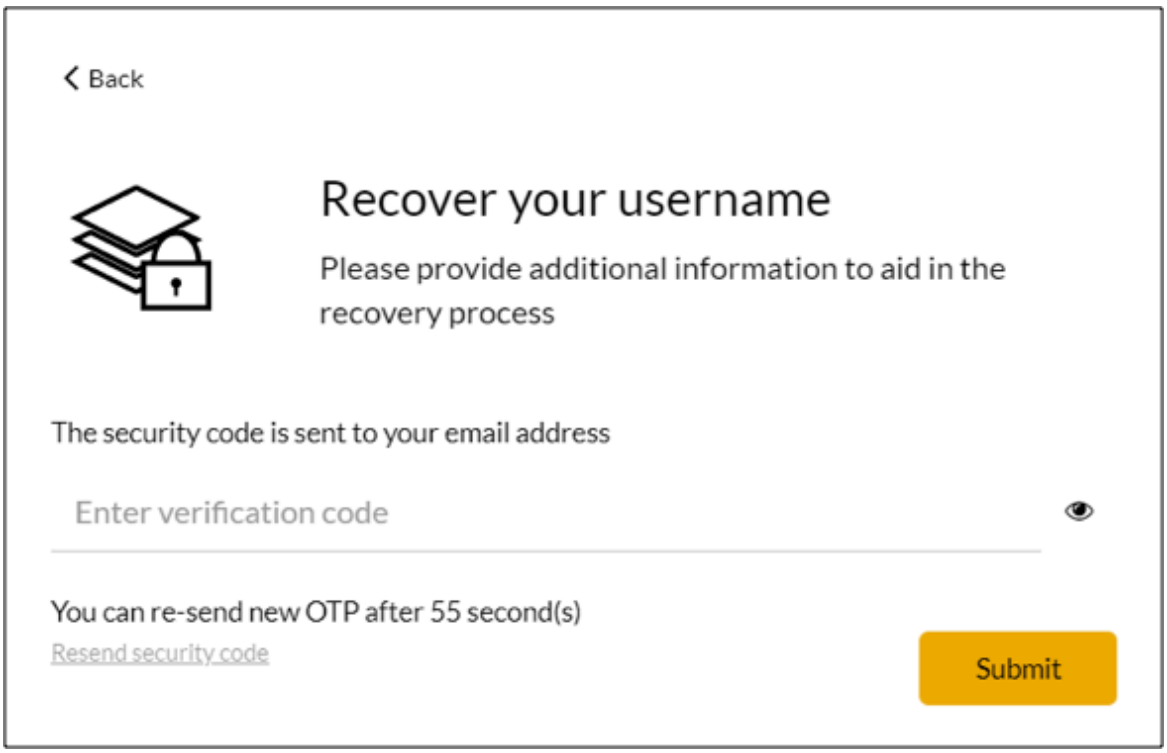
- Use a minimum 14-character passphrase

See two examples on recovery using personal email or text message:

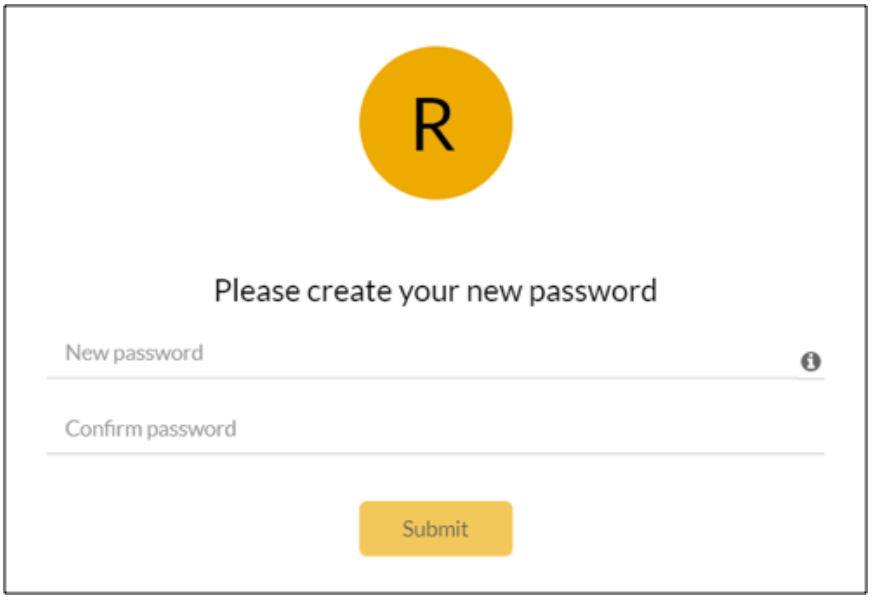
Example 1: Send Me an Email

Select the email ID and an OTP will be sent to the selected email address.

2. CASE: HOW TO RESET YOUR PASSWORD (CONT.)

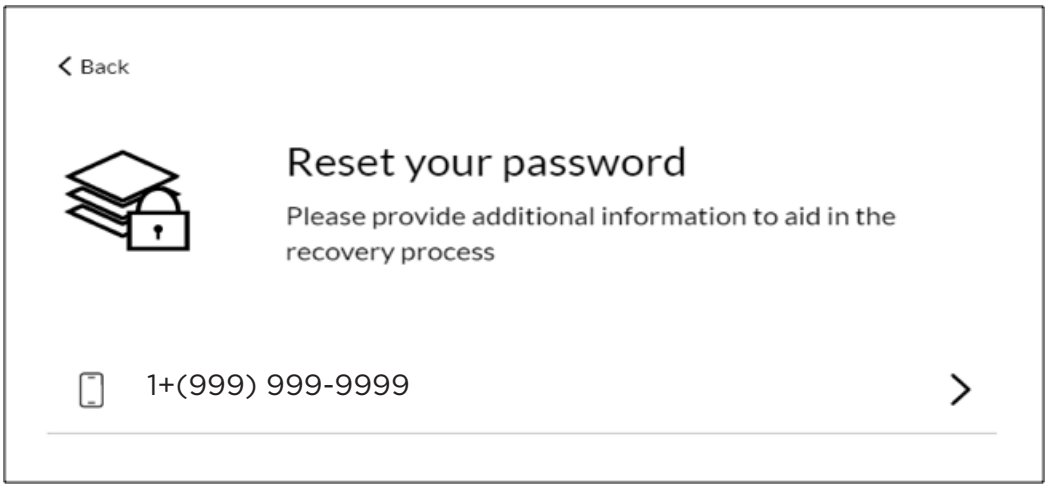


- Enter the verification code and click Submit.

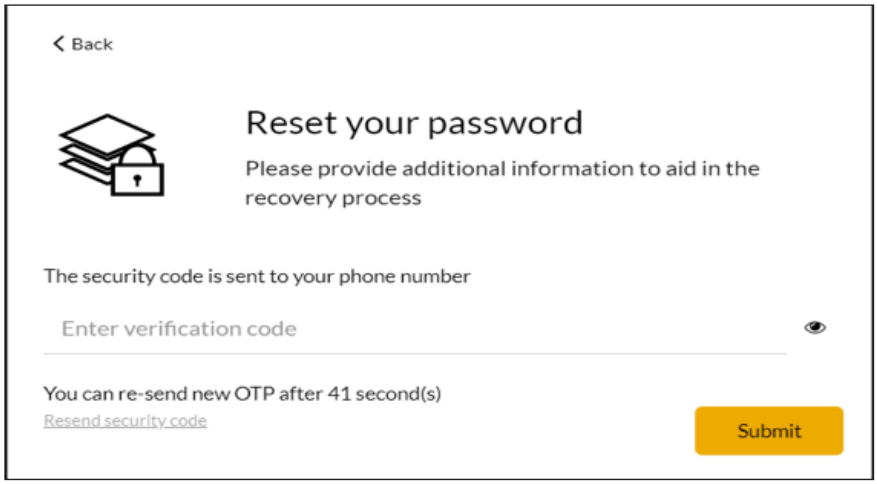


2. CASE: HOW TO RESET YOUR PASSWORD (CONT.)

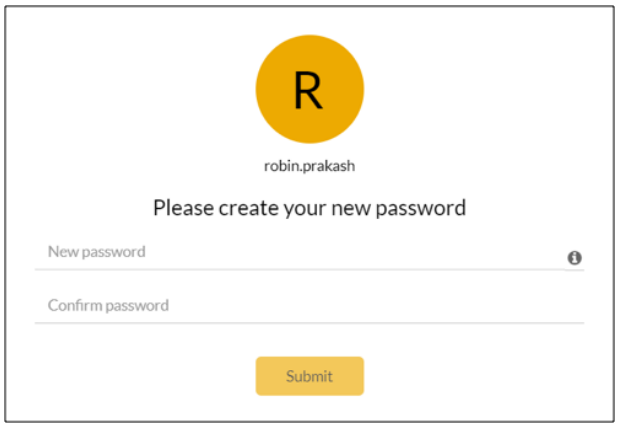
Example 2: Send me a Text Message



- Select the cell number and an OTP will be sent over a text message.



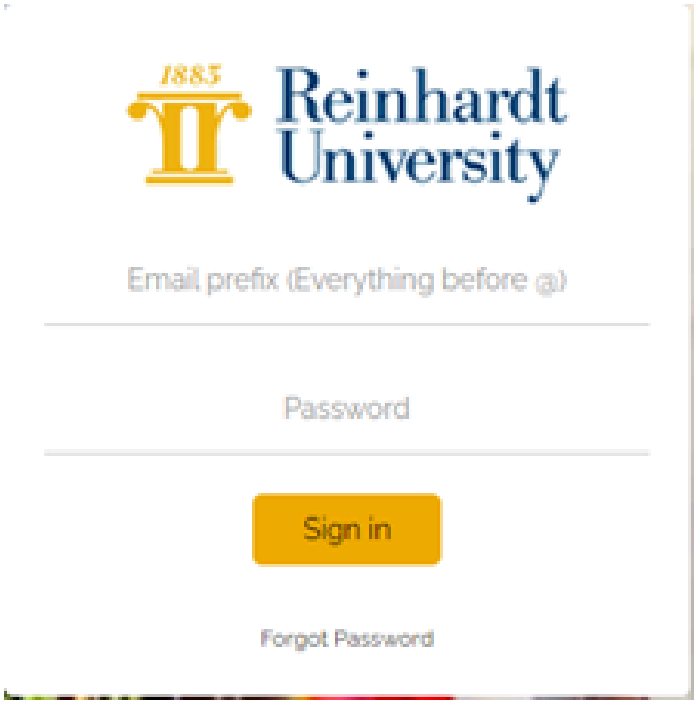
- Enter the verification code and click Submit.



CASE 3

3. CASE: HOW TO CHANGE THE PASSWORD FROM INSIDE *myReinhardt*

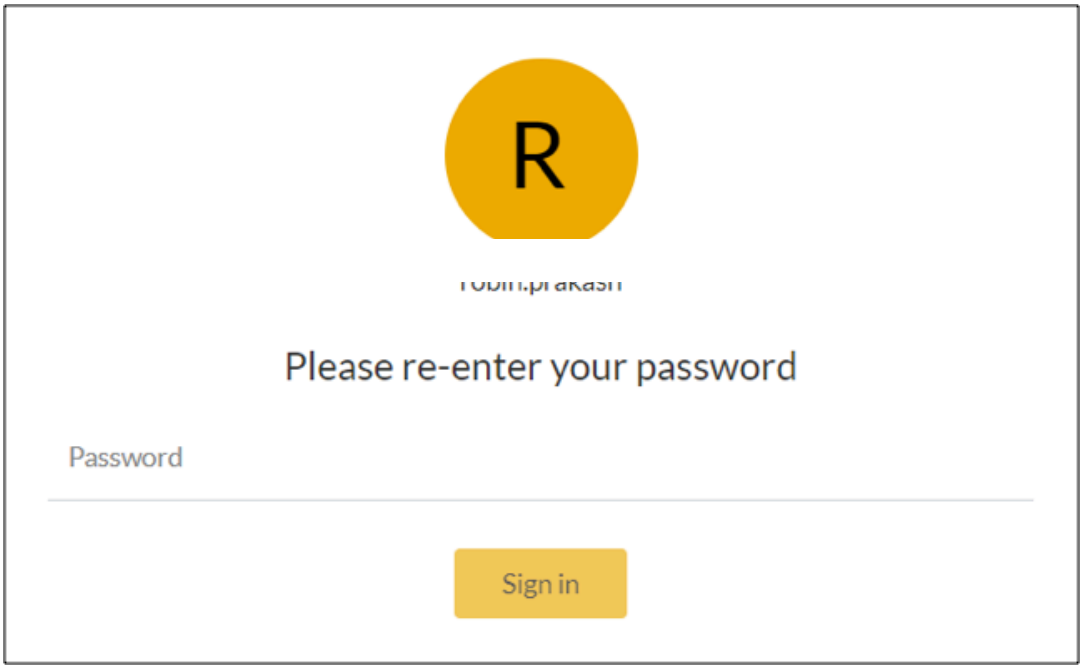
- Go to *myReinhardt* at https://my.reinhardt.edu



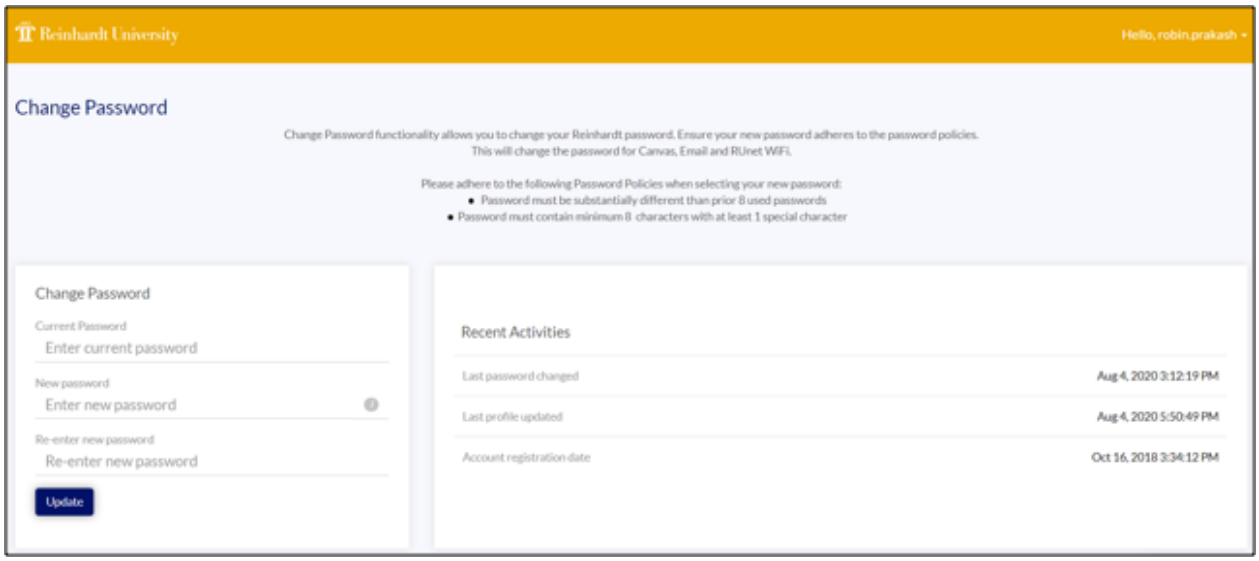
- Select Change password from the drop-down menu

3 CASE: HOW TO CHANGE THE PASSWORD FROM INSIDE *myReinhardt* (CONT.)

- User will be prompted to re-enter the current password.
  Enter the password and hit Sign in.



- User will be taken on the page to change the password.

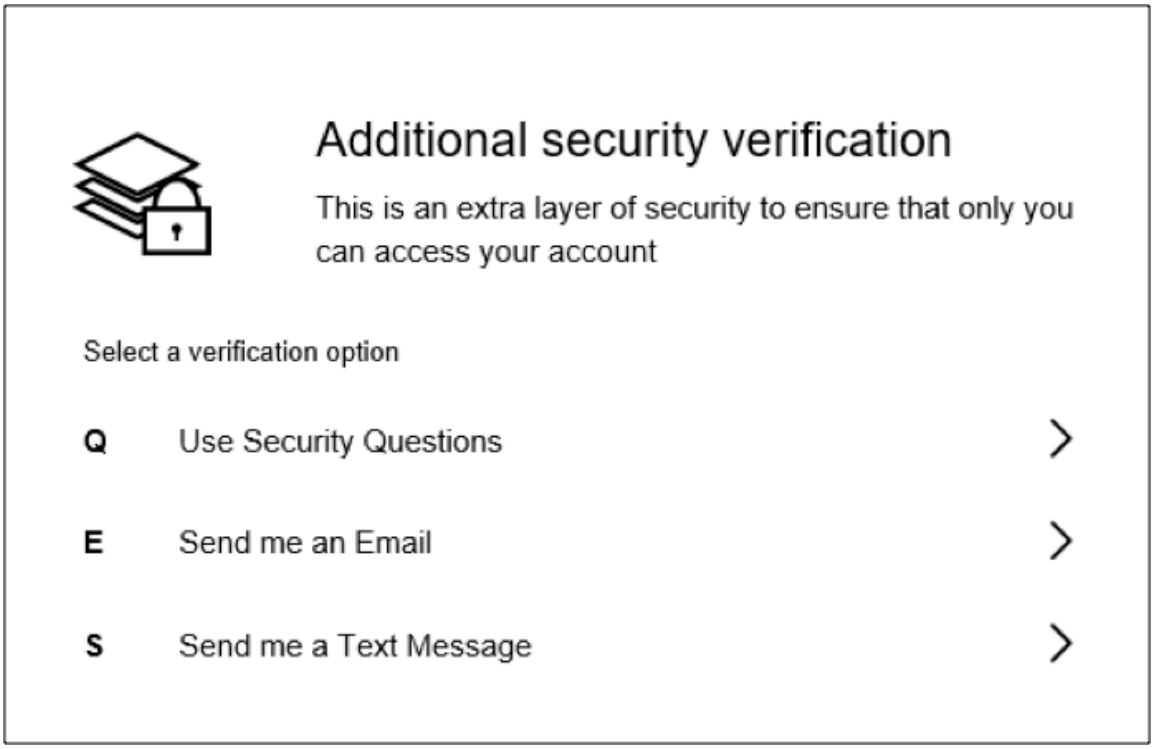


- Use a minimum 14-character passphrase

4. CASE: LOGGING IN TO *myReinhardt* FROM A DIFFERENT STATE OR A COUNTRY: ADAPTIVE MULTIFACTOR AUTHENTICATION

When the user tries to login from different State or Country, user will be prompted to verify himself to login using additional security layer.

- User will get the option to choose on verification method. (Select the option which you opted during Initial One-Time setup. In case user have filled in all three options, choose any)



CANVAS INTRODUCTION

Reinhardt University uses the Canvas Learning Management System to facilitate course administration including the distribution of materials, assignments, grades, and other activities required by individual courses. There are two methods for logging into Canvas, the Learning Management System used by Reinhardt University.

1. Access Canvas through my.reinhardt.edu
   - B. Go to www.my.reinhardt.edu
   - C. Enter your Reinhardt student email prefix (everything before the @ sign in your email address.)
   - D. Enter your Reinhardt integrated password. Your integrated password is the same password you use to log on to campus computers.
   - E. From the "My Apps" page, click on "Canvas"

2. Log in directly to Canvas. Go to https://reinhardtuniversity.instructure.com/login/ldap
   - A. Under "Login" enter your Reinhardt student email prefix (everything before the @ sign in your student email address.)
   - B. Under "Password" enter your Reinhardt integrated password. Your integrated password is the same password you use to log on to campus computers.

AND, THERE'S AN APP FOR THAT!

Search your favorite app store for the Canvas: Student app. After installation, search for Reinhardt University in the welcome screen.

By now, you should be somewhat familiar with how to get around on Canvas. This page is designed to give you some final tips on using Canvas to maximize your experience with this versatile tool. Course pages on Canvas are unique to the design that your respective instructor chooses for the class, but at a glance, there are some major components of Canvas that are likely to remain the same across courses and will be explored here.

We encourage you to also download the Canvas mobile app, called 'Canvas Student' in the app store. This user-friendly app will allow you seamless access to reminders, discussions, grades and much more at anytime, anywhere.

SINGLE SIGN ON TO CANVAS/FAQ

Once logged into the portal, users can click on the Canvas icon and will automatically be redirected to the Canvas dashboard. User need not to login to the application again.

This will work only if you have an account on Canvas. You will only have an account on Canvas after you sign up for classes and wait 24 hours for your account to propagate.

APPENDIX: FREQUENTLY ASKED QUESTIONS

Question: What is the criteria for providing new password, i.e. what should my password be?

Answer: Your password must meet the password complexity criteria which is: Use a minimum 14-character passphrase

Question: I got *myReinhardt* password reset through *myReinhardt*, will my new password work to login to workstation while I am at home?

Answer: If you have a Reinhardt laptop (i.e. your computer login credentials are same as your Reinhardt credentials), then you will have to plug in your machine (laptop/computer) into the Reinhardt Network (preferably through LAN cable or through RUnet wifi) for the computer to be able to accept the new password. Until then you can continue to use the old password to login to your Reinhardt machine.

CANVAS FEATURES OF THE MAIN MENU

ACCESSING YOUR COURSES

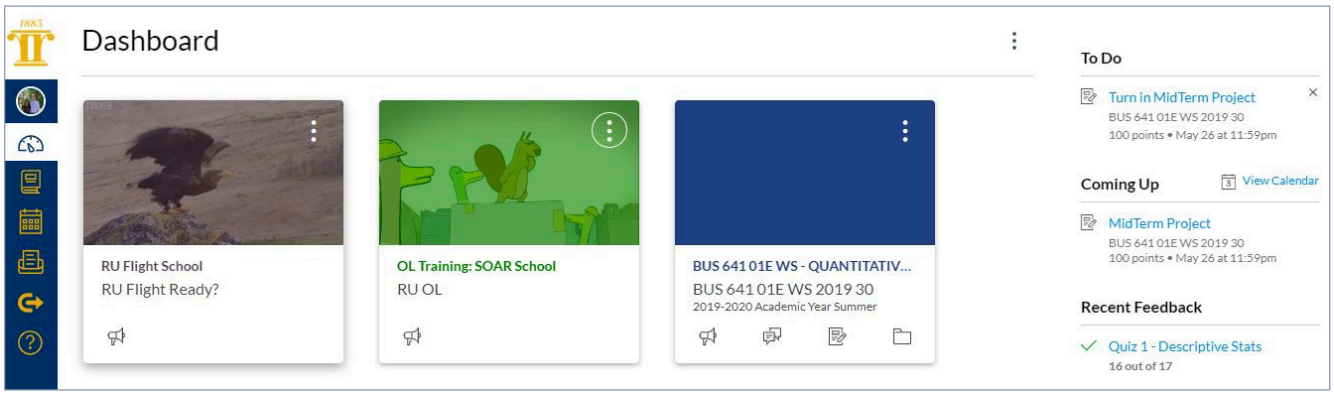
After logging into Canvas, you will be taken to the Dashboard page. Each 'card' on the Dashboard represents each of the courses you are enrolled in, or only your 'Favorite' courses. From this main page, for each course you have quick access to...

Announcements (represented by the megaphone icon)

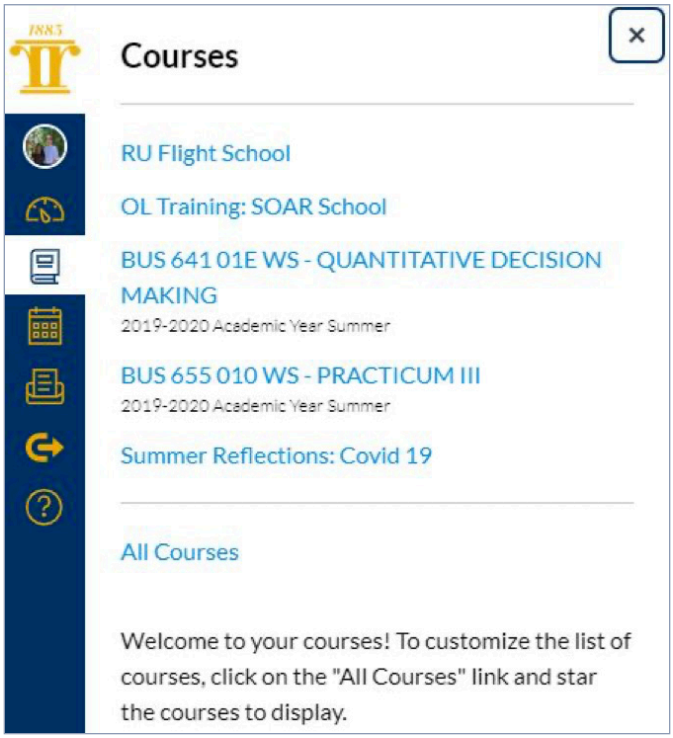
Discussions (represented by the dialog icon)

Assignments (represented by the list icon)

Files (represented by the file folder icon)



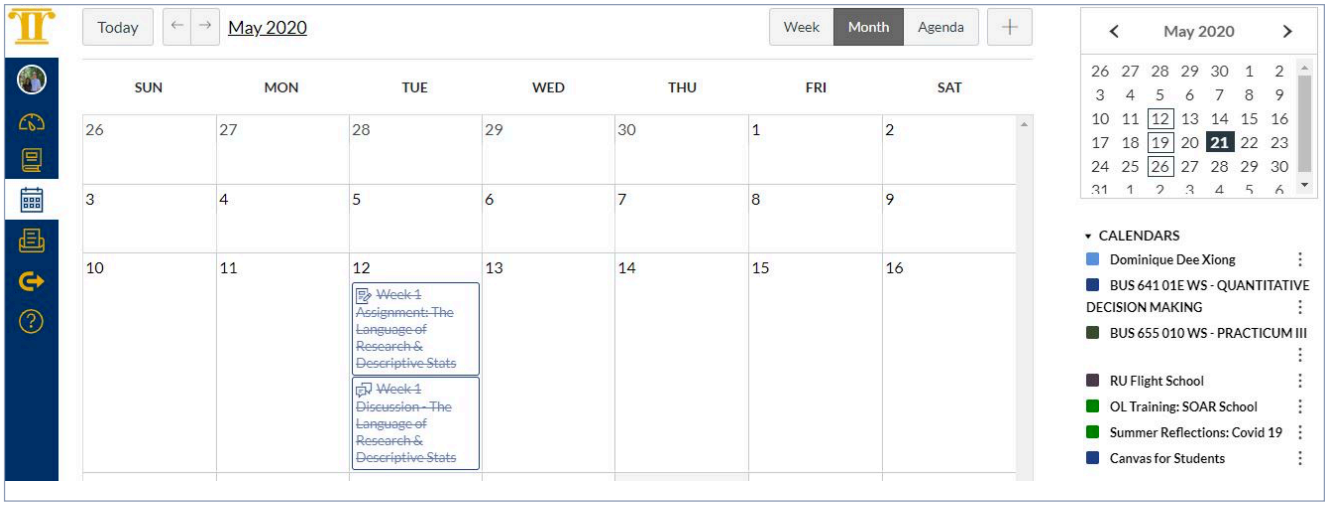
The left side menu also features a section called 'Courses,' in which you can access all your current courses, revisit past courses, or set your 'Favorite' courses.



CANVAS FEATURES OF THE MAIN MENU

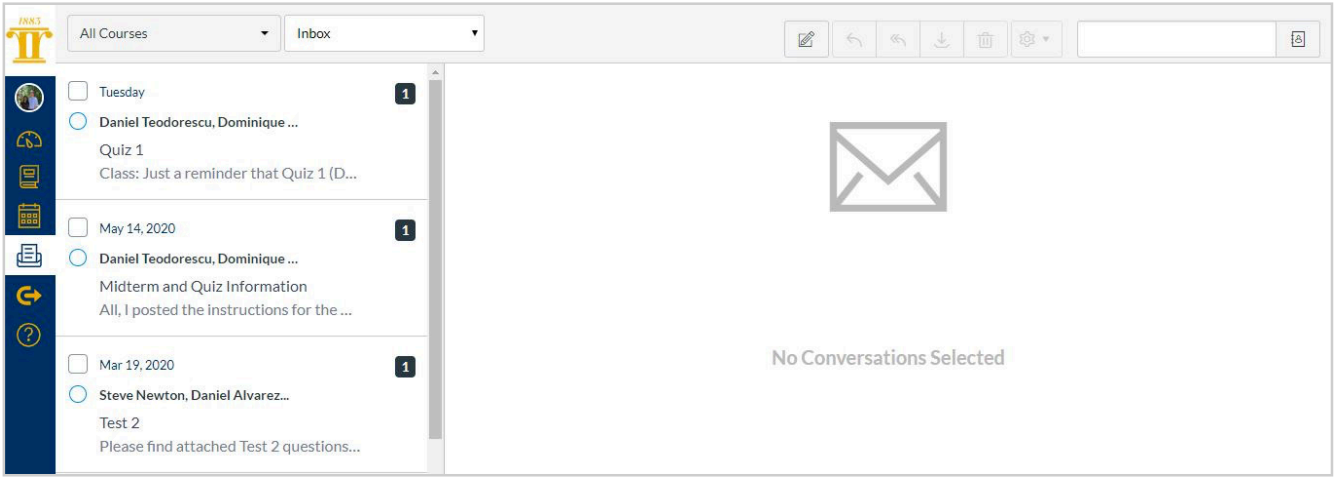
CALENDAR

Below is an example of what the Calendar page on Canvas looks like. Calendar can be accessed through the left hand menu. The events or reminders on your Calendar are generated by Canvas to reflect deadlines for assignments set by your instructor. This feature is a helpful tool because it provides visual organization to your upcoming tasks. Past events, submitted assignments or overdue assignments are marked out with a line. The Calendar can be viewed from a Weekly standpoint, a Monthly standpoint, or as a list of assignments in chronological order, called Agenda.



VIEWING YOUR INBOX

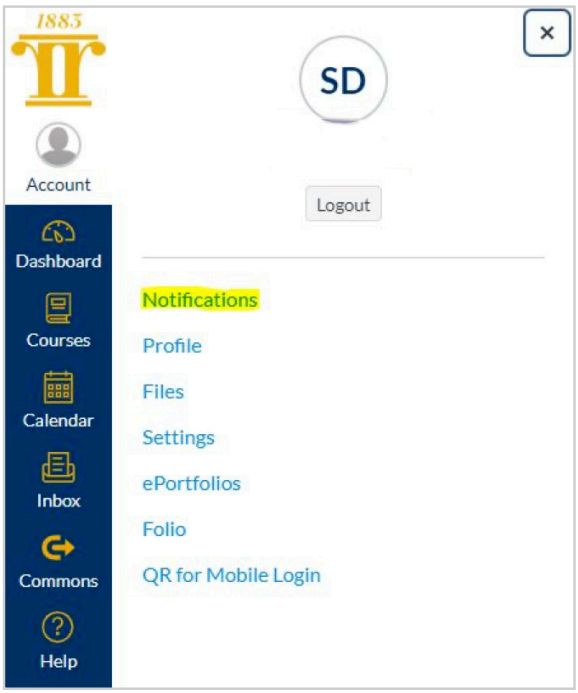
Class announcements from instructors are sent to students through your Canvas inbox. The Canvas inbox works similarly to email, in which new, unread announcements or private messages are labeled with a blue dot next to the message subject. Click on the Inbox icon under the Calendar icon on the left side menu to view your messages.

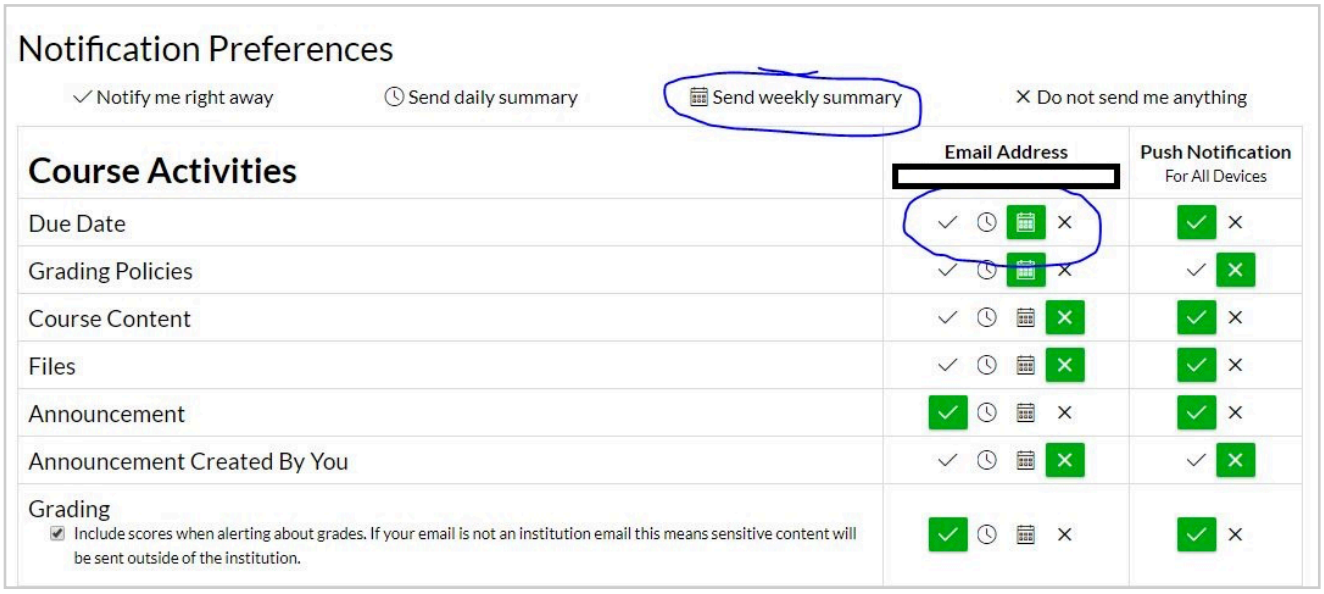


CANVAS FEATURES OF THE MAIN MENU

ACCOUNT: CHANGING YOUR NOTIFICATION SETTINGS

Under 'Account,' Canvas offers a wide array of notification settings to accommodate your lifestyle. This highly sophisticated customization feature allows you the power to choose how much information you want to receive from Canvas, and when to receive it. A variety of categories of information can be set to where you will receive notifications about them right away, daily, weekly, or not at all. On the Canvas account below, reminders about due dates are set to be sent at the end of each week, while messages about newly graded assignments and course announcements are to be sent immediately to the student.

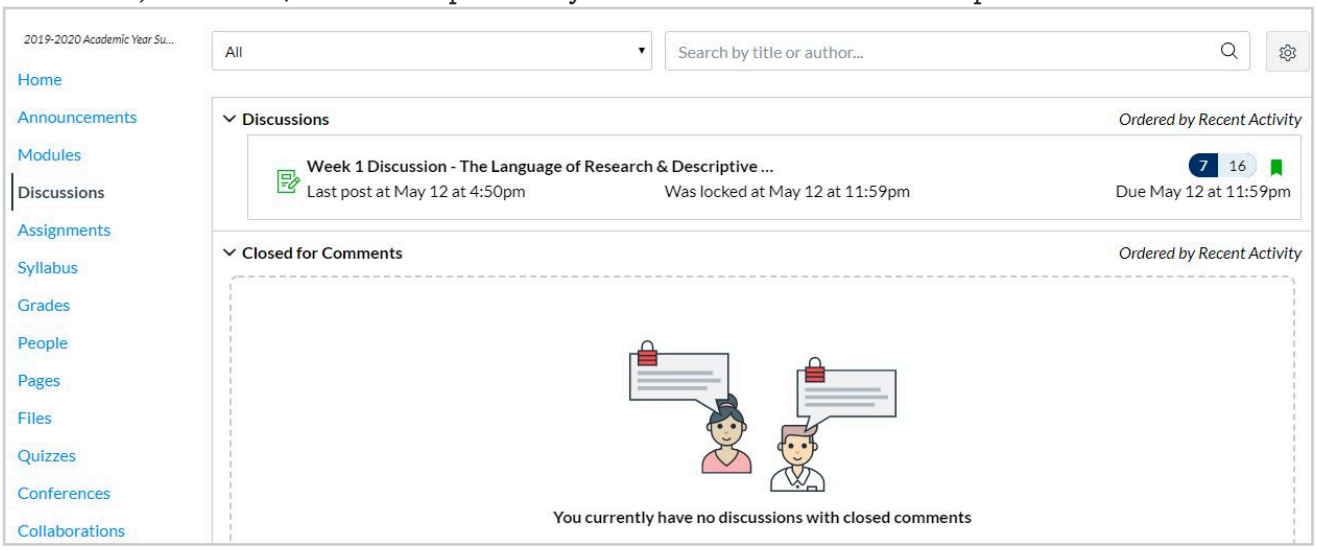




TOOLS WITHIN A CANVAS COURSE

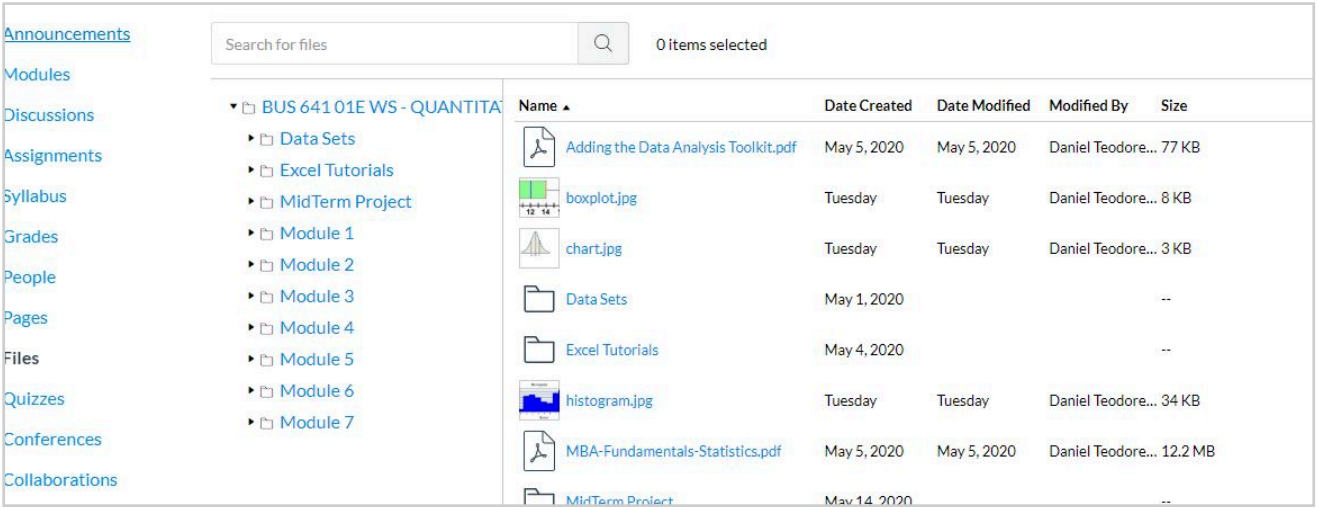
DISCUSSION BOARDS

Online discussions are likely to be a part of your course requirements. When clicking on a respective course page, the Discussions for the course can be found on the left side menu. The Discussions page will show you all previous and current discussions of the class. On the right side of the banner of a given discussion, the number of unread responses appear in dark blue. The total number of discussion responses appears next to the unread responses number in light blue. For the 'Week 1' Discussion below, there are 7 unread responses by the user and a total of 16 responses.



FILES

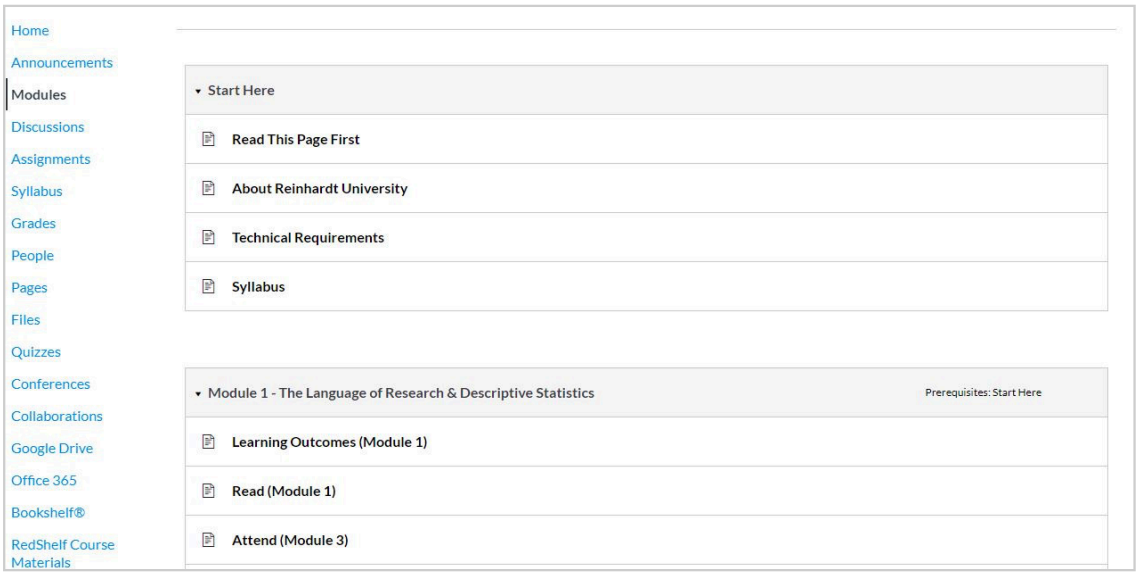
Under the 'Files' page within a course, you can find all of the files your instructor has attached for class. These files can include anything from powerpoints to articles to excel documents. Before downloading a file to your computer, Canvas will allow you to select a given file and preview it online.



TOOLS WITHIN A CANVAS COURSE

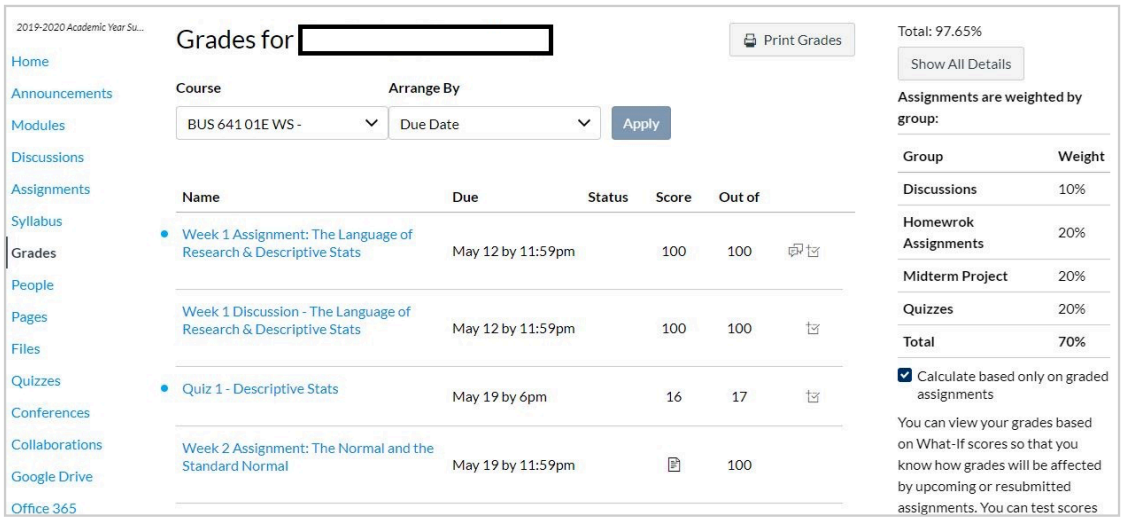
MODULES

In Canvas, a Module can also be viewed as a Unit, in which there are many Units taught within a course. The design of a Module is up to the discretion of your instructor. However, most Modules will contain important information for each week of class. For example, Module 1 is likely to be assigned for Week 1 of class, and includes all the files, announcements, readings and assignments related to the content taught in the first week of class.



GRADES AND GRADE PROJECTIONS

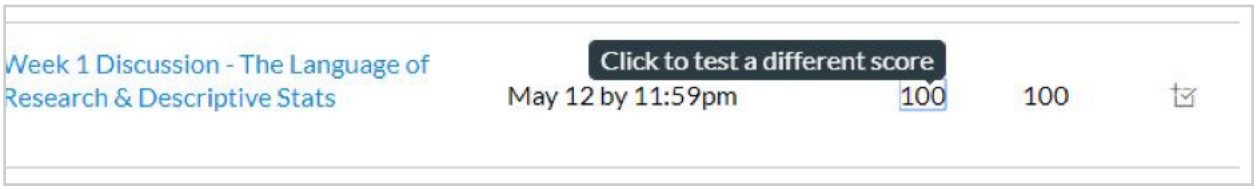
The Grades page is unique to each course you are enrolled in and will likely look like this. To find out how much each assignment is weighted towards your class average grade, you can review your course syllabus provided by your instructor or by viewing the assignment's weight to the right side of the Grades page. A dialog icon will appear to the right of the 'Out of' score of a given assignment to notify you that your instructor has left you written feedback about your work. In the example below, only the 'Week 1 Assignment' has been given written feedback while the other assignments have not.



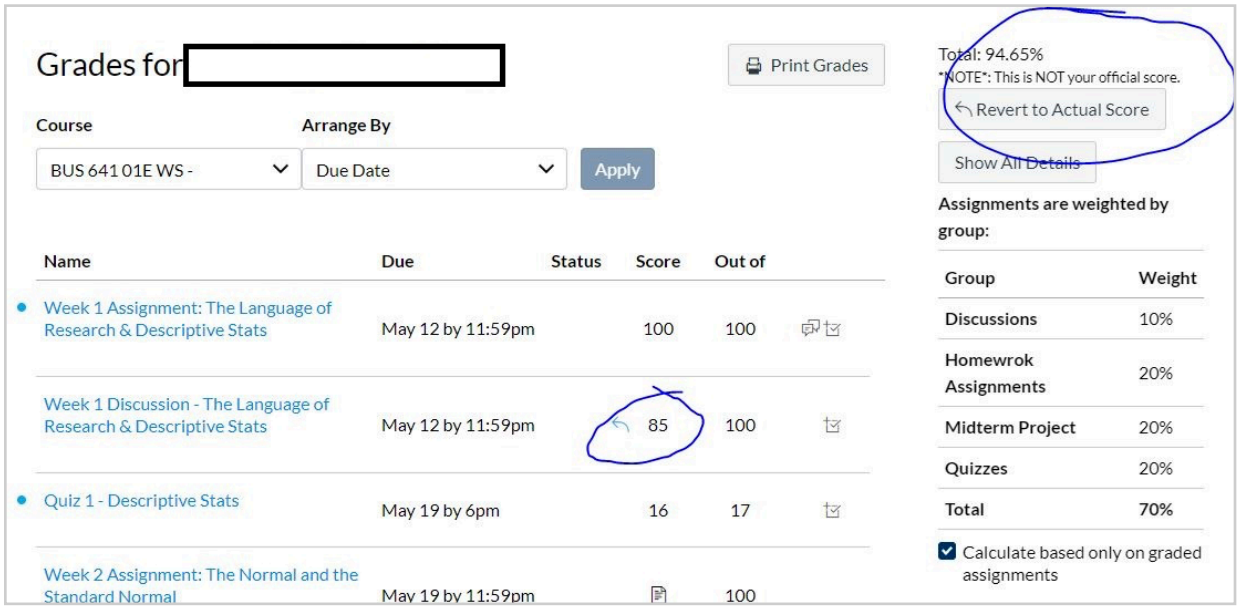
GRADES AND GRADE PROJECTIONS (CONT.)

Canvas is also able to project your class average either by calculating your current grade based on graded assignments, or by calculating grades that include hypothetical grades for assignments yet to receive a score. For example, to see how scoring a 90 on your last 2 essays for a class will impact your overall class grade, you can input a 90 yourself for these assignments and Canvas will adjust your overall grade to reflect these hypothetical grades for assignments that are not due yet. To access this tool, simply uncheck the 'Calculate based only on graded assignments' option on the right side of the page.

Below, the score box has become a text box in which you can insert a hypothetical score into to see how it will impact your overall grade.



In the example below, we have changed the 'Week 1 Discussion' score to an 85 out of 100, instead of the 100 out of 100 that was actually earned for the assignment. Based on Canvas' calculations, inserting a fictitious score of 85 for a Discussion post would have dropped the student's overall class grade to a 94.65.



EAGLE WEB

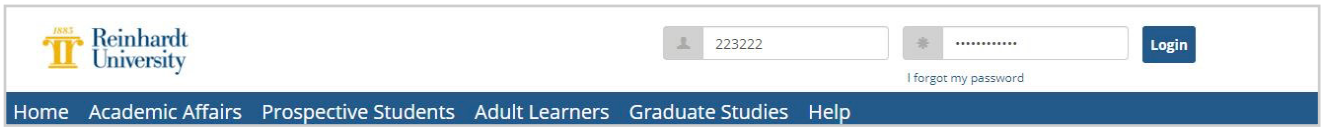
Eagle Web is our online platform that manages student information. You can view and change an array of student information on Eagle Web, such as financial aid information, your permanent address and your class schedule. This preview will show you a handful of the essential functions of Eagle Web that will be important throughout your college career. However, we encourage you to explore all of Eagle Web's features during your time at Reinhardt.

LOGGING IN

Eagle Web can be accessed through a link found on Reinhardt's website under the 'Students' page, or by doing an internet search for 'Eagle Web.'

Login Username: Your Student ID Number

Login Password: Generated by the Reinhardt IT Department; first time users should click 'I forgot my password' to receive a password via their Reinhardt email



EAGLE WEB HOME PAGE

The Home Page after you log in will look like this. During this preview, we will look at the 'Current Students' tab found on the main menu that will contain the sections most relevant to your success at Reinhardt.

EAGLE WEB

CURRENT STUDENTS

My Profile and Settings provides access to update your personal information. Use this link to update your mailing address. Name changes must be submitted in writing to the Office of the Registrar with the appropriate legal documentation. Please contact the Registrar's Office at 770-720-5534.

My Account provides information from the Business Office including account balances and course and fee statements.

My Academic Information provides information from the Office of Records, Registration and Advisement. Use this link to view information such as advisor information, course schedules, grades and unofficial transcripts. Additionally, you may register for courses using the Academic Information link.

My Financial Aid provides information from the Financial Aid Office including missing documents, financial aid awards and important links.

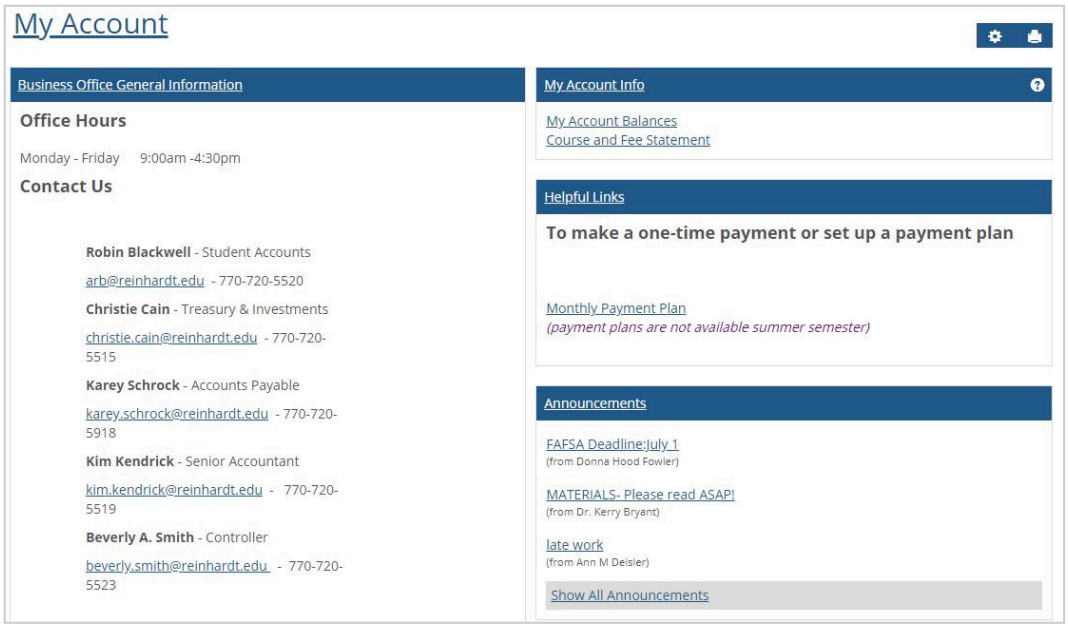
My Housing Information provides residence information and enables you to specify room and roommate preferences.

****My Profiles & Settings is a page managed by the Office of the Registrar and includes records about your personal information like permanent address and contacts. Please confirm all changes to personal information in-person to the Office of the Registrar outside of making changes only in Eagle Web.****

EAGLE WEB

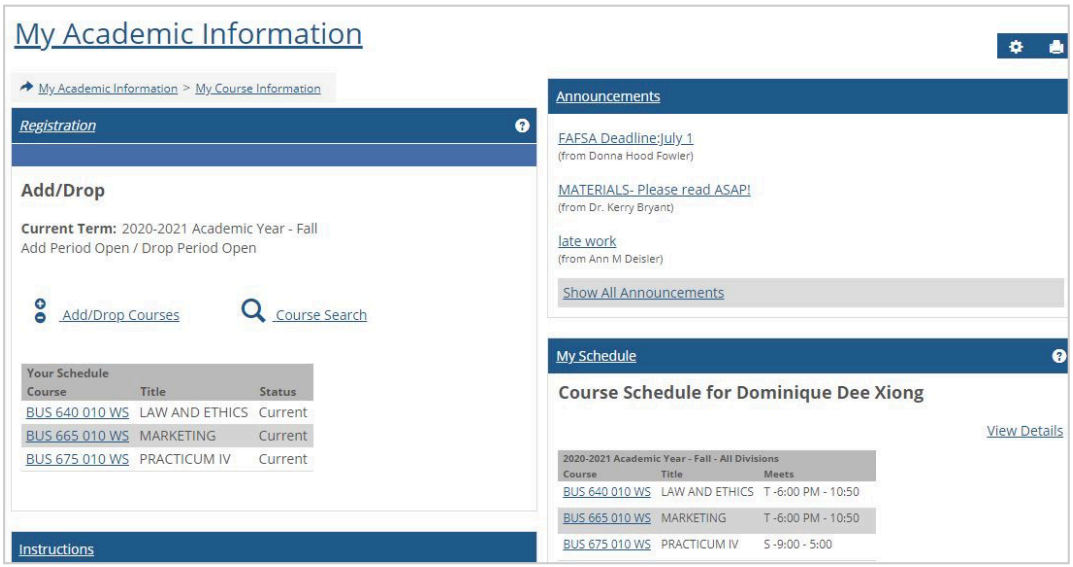
MY ACCOUNT

The 'My Account' page provides contact information for all of our Business Office staff, as well as links to generate your 'Course and Fee Statement' for the current semester and view the total balance of your invoice to the university, found in the upper right hand corner. There is also a link to an external website to create a monthly payment plan.



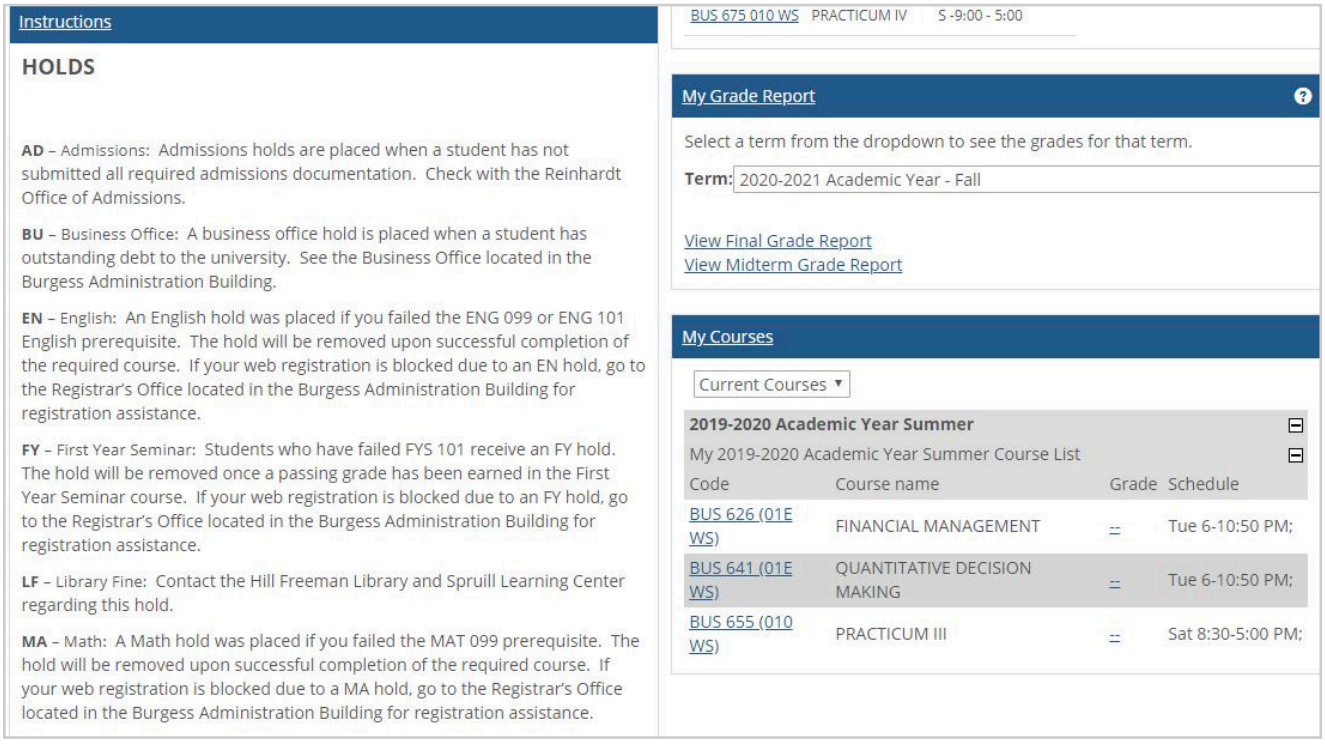
MY ACADEMIC INFORMATION

At the top of the 'My Academic Information' page appears the 'Add/Drop' section where classes can be added or dropped during the registration period. On the right hand side, we see a listing of important announcements from the university, as well as the 'My Schedule' page which shows the course code, title and schedule of your current classes.



MY ACADEMIC INFORMATION (CONT.)

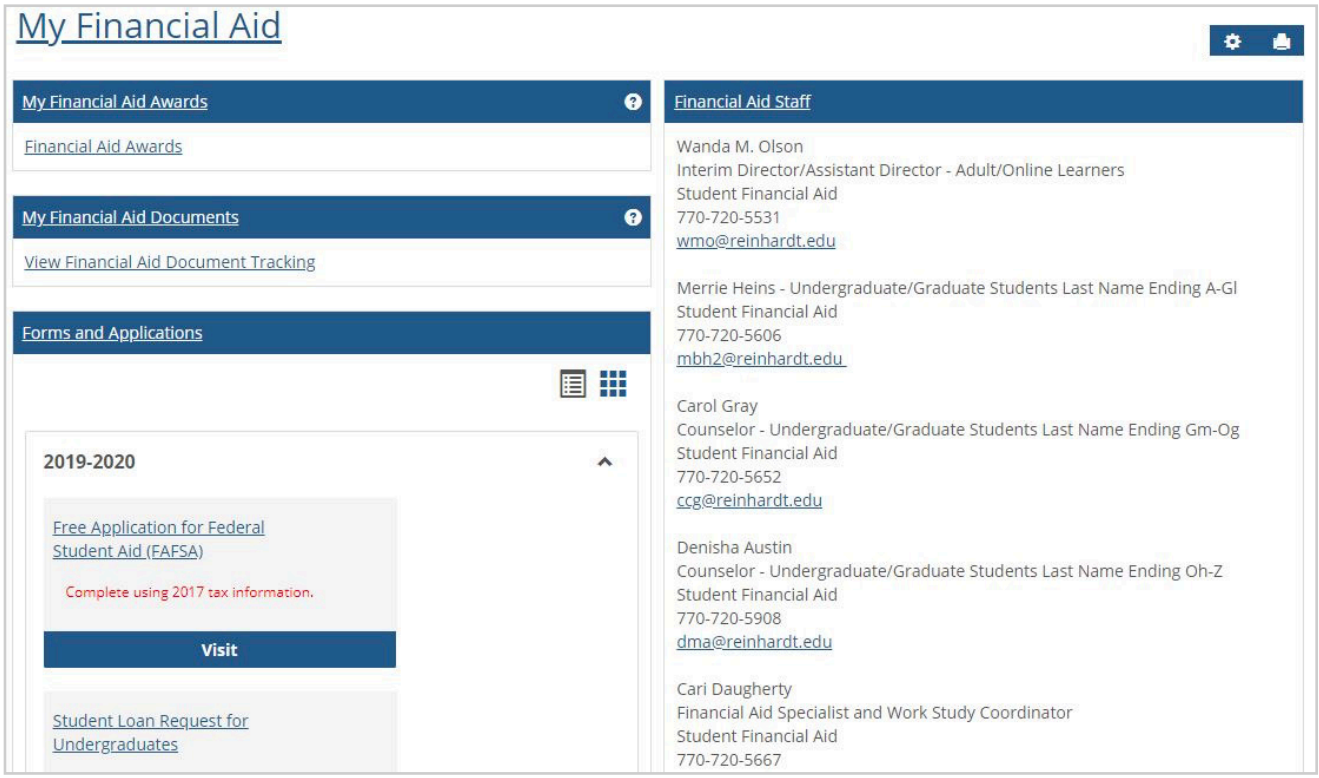
Scrolling to the bottom of the screen, there is a legend describing the different kinds of holds and acronyms that may appear on your student account. Having a hold on your account prevents you from enrolling in classes for the coming semester, but can be resolved by taking the following actions listed in the hold description. For example, you may need to pay the library for overdue books before you can be cleared to register for classes. Holds will appear in the 'Add/Drop' section of 'My Academic Information' during registration..



Scrolling to the bottom of the screen, there is a legend describing the different kinds of holds and acronyms that may appear on your student account. Having a hold on your account prevents you from enrolling in classes for the coming semester, but can be resolved by taking the following actions listed in the hold description. For example, you may need to pay the library for overdue books before you can be cleared to register for classes. Holds will appear in the 'Add/Drop' section of 'My Academic Information' during registration.

MY FINANCIAL AID

The Financial Aid page is unique to your student account, and allows you to see your specific financial aid rewards ('Financial Aid Awards') for the current semester. You can also view any important documents that you still need to submit to Financial Aid (Financial Aid Document Tracking). Also provided are the contacts of each of the campus Financial Aid advisors, which are assigned to students by last name.



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MY HOUSING INFORMATION

My Housing Information provides residence information and enables you to specify room and roommate preferences. On EagleWeb, you can view your current housing assignment by clicking on 'My Housing Information.' Questions or concerns about housing can be sent to the Office of Residence Life at reslife@reinhardt.edu

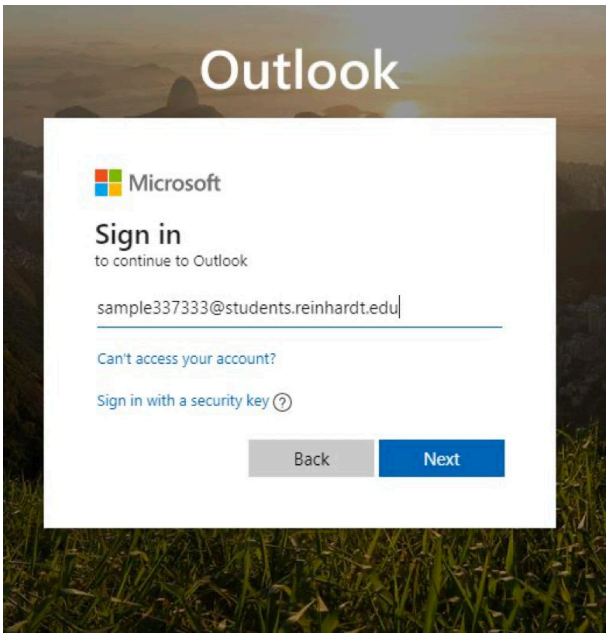
STUDENT EMAIL

Reinhardt utilizes Microsoft Outlook 365 for its student email accounts. While we all use email already in our daily lives, here are some important reminders about the features and functions of Outlook 365 accounts that you may or may not be familiar with.

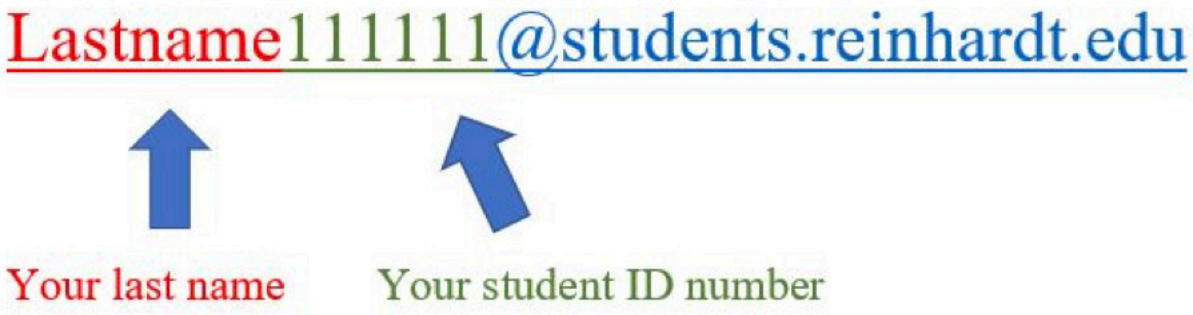
ACCESSING YOUR EMAIL

Your Reinhardt email can be accessed through the mobile app, 'Microsoft Outlook,' through a link found on the Reinhardt webpage, or by doing an internet search for 'Microsoft Outlook 365.'

On a computer, the login page will look similar to this:



STUDENT EMAIL ADDRESS IS STRUCTURED BY THE FOLLOWING INFO:



STUDENT EMAIL

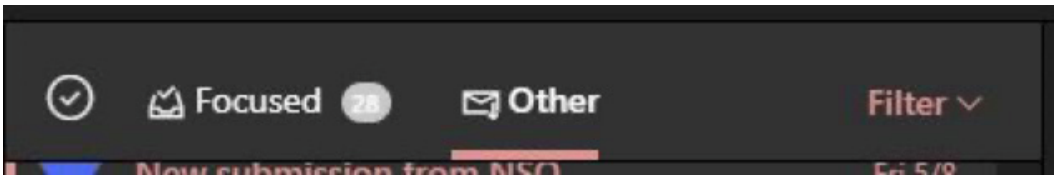
STUDENT EMAIL ADDRESS PASSWORDS:

- Students email password is the same as their *my.reinhardt* account password
- Until changed the initial password is "welcometoreinhardt"

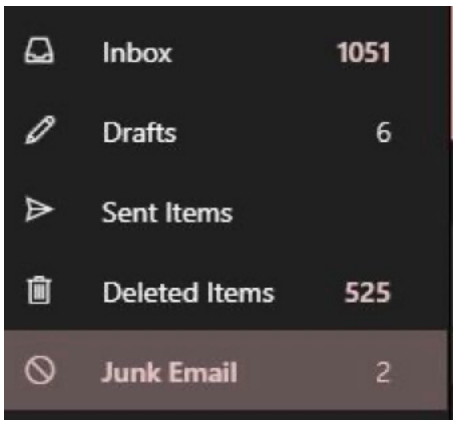
FEATURES AND HELPFUL TIPS IN OUTLOOK MAIL

1. Be sure to check all the types of inboxes in your email account - there is still a possibility important emails and announcements will appear in spam or junk email folders and not your main inbox!

Inboxes on the main page: 'Focused' and 'Other'

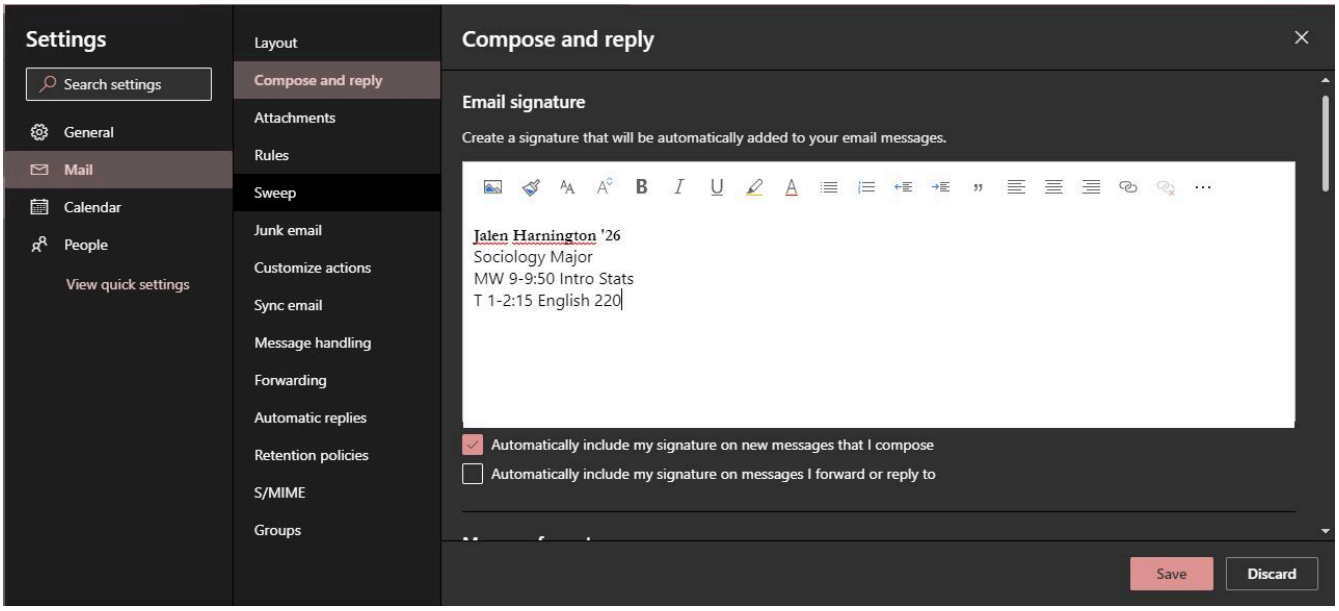


INBOX THAT CAN BE ACCESSED THROUGH THE LEFT SIDE MENU: 'JUNK'

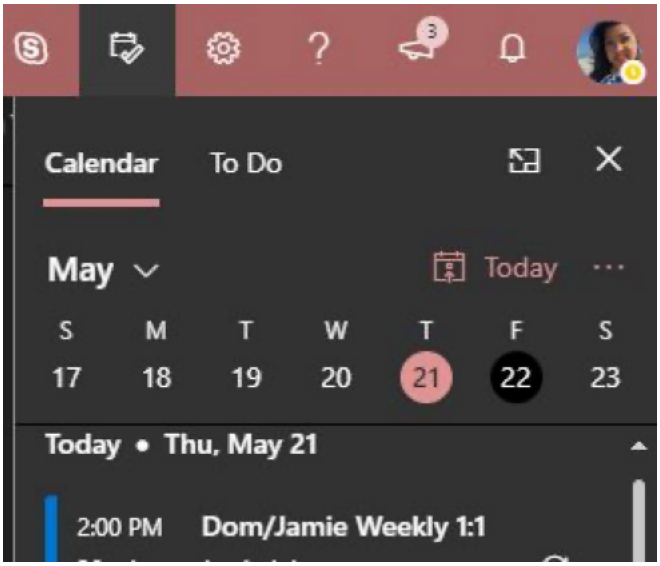


STUDENT EMAIL

2. Students can create email signatures which appear automatically at the end of every email you compose. Signatures provide a professional and informational close to the end of an email, and can be made in the 'Settings' tab under 'Compose and Reply.'



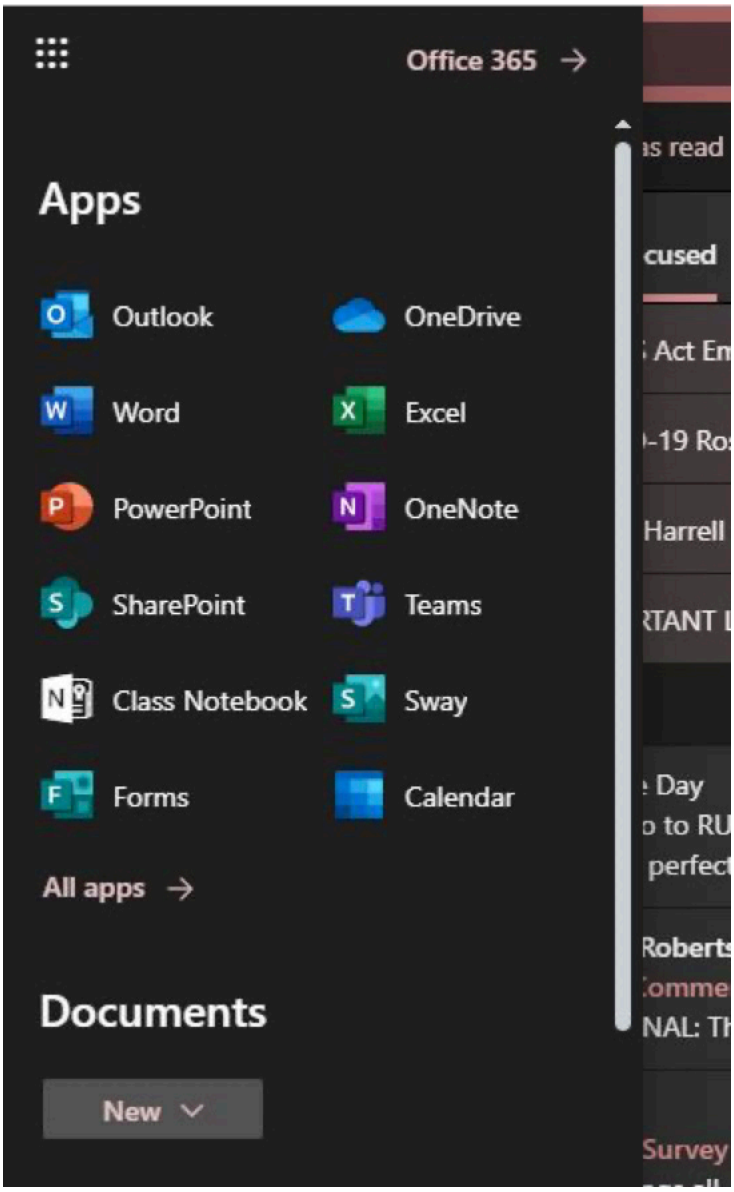
3. You can schedule events, reminders and meetings through the Outlook Calendar. Clicking on the 'My Day' icon on the upper right hand menu allows you to view reminders about what Outlook events have been scheduled for your day.



4. Email is just one application available through Microsoft. Other apps available to you for free include Calendar, Word, Power Point and Excel.

STUDENT EMAIL

Need help with accessing or using your student email? Reinhardt's IT Department can be accessed 24/7 through the support line, 770.720.5555, or through email at helpdesk@reinhardt.edu



FAQ/MYREINHARDT FEATURES/TUTORIALS

APPENDIX: FREQUENTLY ASKED QUESTIONS

Question: I have email configured on my phone and other devices, do I have to enter the new password in these places?

Answer: Yes, you will have to manually change the password on these email clients to the new password.

Question: How long does it take for other locations to have the new password reflected?

Answer: It may take up to 30 minutes for all your devices to have new password synced up.

Question: Why does *myReinhardt* ask my for MFA / security step (security questions, email verification or SMS verification) again on the same computer?

Answer: It is because *myReinhardt* does not trust this computer. In order to avoid being asked this question every time, click "Trust this device" checkbox while logging in, so that you do not get asked to validate your identity using MFA.

MY.REINHARDT.EDU TUTORIALS

This self-service portal will save you time in the future when changing your password. Please see the attached document for the detailed instructions. Below are 3 YouTube tutorials that will also help you through the process.

1. My Reinhardt: Initial login and Multi-Factor Authentication
   https://youtu.be/nMyn7Pnr9Fs
2. Change your Password on my.reinhardt.edu
   https://youtu.be/b4n483FkC6E
3. Single Sign-On (SSO) for Reinhardt University
   https://youtu.be/paOzRWrI8Yo

NELNET ENTERPRISE

Reinhardt University partners with Nelnet Enterprise to offer access to student account information, payment plans and tuition protection plans. Nelnet also offers payment options for our International Students through https://www.paymytuition.com/. To access more information and enroll in a plan go to https://mycollegepaymentplan.com/reinhardt/.