Center for Information Technology (CIT)

The CIT provides technology leadership and support to Hampton University and serves as the primary source of information technology services and support for students, faculty, staff, and researchers.

Services and resources include (but are not limited to) operating and maintaining the HU network, protecting the integrity of the University’s data and critical administrative systems, and operating the student computer lab.

This guide will provide you with instructions for the following technology services and resources: Academic Technology Mall (ATM)/Help Desk Support, InfoTech, Password Manager, HUNet, myCampus Portal, Email, Computer and Device Registration, Blackboard, Blackboard Collaborate Ultra, Infobase, and Library Resources.

CIT is located on the 5th Floor of the William R. & Norma B. Harvey Library.

ATM/Help Desk Support

The ATM/Helpdesk is responsible for the support and maintenance of end-user computer systems. This includes centralized support for computer accounts, CIT-managed computer labs, software distribution, and on-site computer and network support for Hampton University’s students, faculty, and staff.

ATM Hours:
Monday-Thursday: 8:30am-11:45pm
Friday: 8:30am-4:45pm
Saturday: 9:00am-4:45pm
Sunday: 3:00pm-11:45pm

For IT questions or concerns, please contact the Student Helpdesk by:

- **Phone:** 757-728-6931
- **Email:** helpdesk@hamptonu.edu
- **Website:** [http://wp.hamptonu.edu/cit/helpdesk](http://wp.hamptonu.edu/cit/helpdesk)
- **In Person:** 5th Floor of the William R. & Norma B. Harvey Library

InfoTech
Your **InfoTech account will allow you to login to several systems on campus such as:**

- Campus Computers
- My Campus Portal
- Blackboard
- Campus WiFi
- University’s Library Database
- Infobase (*formerly Hoonuit*)

**The default login information is:**

**Username:** firstname.lastname (period in between first and last name) *i.e. John.Smith*

**Password:** first initial of your first name + first initial of your last name + last 4 digits of HU ID#  
*i.e. js1234*

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**Note**

You will be prompted to change your password immediately for security reasons. Every 90 Days you will be required to change your INFOTECH password. If you cannot login or have forgotten your INFOTECH password, please contact the CIT Helpdesk at 757-728-6931 or email at helpdesk@hamptonu.edu.

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**Password Manager**

All Hampton University students should first register in the **Password Manager** system to setup security questions in order to manage and reset INFOTECH passwords, in the event of password expiration or account lockout.

**To Access Password Manager:**

1. Click on **Current Students**
2. Look for **Quick Links**
3. Click on **Password Manager**
4. To find your account/register, the student finds his or her name. The system will auto-prompt for registration.

You can also access Password Manager directly at https://hupasswordmanager.hamptonu.edu/pmuser

**It is highly recommended that students immediately change their default password.** Passwords should adhere to industry accepted complexity standards: A mix of upper and lower case letters, use at least two numbers, two special characters, and have a minimum length of 8 characters. Please do not use a word that can be found in a dictionary. Example: rtHUN3tL0g!*.

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**Note**

If you change your INFOTECH Password, you are also changing the password for Infotech, myCampus Portal, Email, Wi-Fi, Infobase, and Library Resources.
HUNet

The HUNet Administrative Services system is a service that allows current students the ability to view/update personal information, course registration, holds, grades, transcripts, account summaries, financial aid information, and more.

HUNet requires a 6-digit PIN that is provided by the Office of the Registrar (757-727-5324). You will also be required to enter an Alternate PIN that is obtained from your academic advisor in order to access registration information.

**Note** Students who do not enter their courses or do not indicate ADD/DROP or course section changes into (HUNet) will not be officially registered, added to or dropped from a course.

How to Login to HUNet

1. The HUNet link is located on the Current Students page of the Hampton University website at [https://mycampus.hamptonu.edu/web/mycampus/home](https://mycampus.hamptonu.edu/web/mycampus/home).
2. Click on HUNet Administrative Services.
3. Click on Enter Secure Area.
4. Type in your User ID and Password
   a. User ID = 8 digit HU ID#
   b. PIN = 6 digit PIN# provided by registrar’s office

If you have forgotten your PIN and created your security question/answer, you can use the “Forgot PIN” option. If you did not receive your PIN, you must contact the Registrar’s office to obtain this information (757-727-5323 or registrar@hamptonu.edu).
myCampus Portal

The myCampus Portal system provides single sign-on access to Email, Blackboard, HUNet Administrative Services and more.

University announcements and campus events can also be found here.

How to log into the myCampus Portal

The myCampus Portal link is located on the Current Students page of the Hampton University website at https://mycampus.hamptonu.edu.
The login information for myCampus Portal is:

**Username:** 8-digit HU ID# *i.e. 12345678*

**Password:** Same as your INFOTECH Password  
*i.e. js1234*

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**Email**

All students must use the Hampton University email system for electronic correspondences with Faculty and Administrators. Hampton University Faculty and Administrators will only correspond with you through your University email account.

### How to log into your Email Account:

- Log into the myCampus Portal
- Click on My Gmail

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**Email Address:**

Your email address is as follows: `firstname.lastname@my.hamptonu.edu`

**Exception:** *If you have the same first and last name as another Hampton University student, there may be a number included in your email address.*

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**Note**  
After you log into your Gmail account, you can view your complete email address in the upper left hand corner of the screen.
Email Computer & Device Registration

The first time you connect your network-capable device(s) to the HU network, follow the steps on the screen to have your device registered.

The Device Registration Form will allow you to register your devices to work on the HU network. Every user can register up to 5 devices.

*Certain devices like network printers may not work on our network.

You can use ANY computer that’s already on part of the network to register your devices.

The link to complete the Device Registration Form shown below can be found on the CIT website at http://wp.hamptonu.edu/cit/device-registration-form
Blackboard & Access to Courses

Blackboard is our Online Learning Management System. Blackboard provides access to content for courses such as syllabi and assignments, participate in online discussions with instructors and classmates, submit assignments, and take online exams.

Blackboard courses are auto-created and auto-enrolled from HUNet. Only students who are officially registered for courses in HUNet will gain access to Blackboard. New students will not be able to log into Blackboard until they are officially registered and one of their instructors make their course(s) available (typically occurs on first day of the course).

How to log into your Blackboard Account

Enrolled students can access Blackboard directly at: https://courses.hamptonu.edu

The default login information is:

Username: 8-digit HU ID#;

Default Password:

first initial of your first name +
first initial of your last name +
last 4 digits of HU ID# (lowercase letters)
i.e. js1234

Enrolled students can also access Blackboard via MyCampus Portal

Note

Blackboard Accounts do not expire, lockout, or require you to change your password after a certain amount of time. However, it is highly recommended that you change your password immediately for security reasons.

Blackboard Support

Blackboard Support is located on the 5th Floor of the Harvey Library. Blackboard Support can be contacted in three ways:

- Phone: 757-728-6574
- Email: bbsupport@hamptonu.edu
- Website: http://bbsupport.cit.hamptonu.edu/contact
Blackboard Training

- **On-Demand Training** (In-Person & Remote): [http://wp.hamptonu.edu/cit/calendar](http://wp.hamptonu.edu/cit/calendar)
- **Individual/Group Training** can be requested via email at bbsupport@hamptonu.edu

Blackboard Collaborate Ultra

Blackboard Collaborate Ultra is a real-time video conferencing tool located within your Blackboard courses.

Collaborate Ultra is entirely browser-based and does not require additional software to join a session.

**Blackboard Collaborate Ultra allows faculty to schedule online classes or office hours** to communicate with students live or allow the students to watch recorded sessions.

Participants can see others via webcam, hear and ask questions via voice or instant messaging, and share presentations and ideas using a common whiteboard or by sharing desktops.

Sessions can be recorded and can be posted with other course materials in a Blackboard course or shared outside of Blackboard as a direct link.

**Collaborate Ultra Requirements:**

The recommended browser for Bb Collaborate is Google Chrome.

- **Supported Operating Systems**: Windows: 7+ (10+ recommended); Macintosh: OS 10.8+ (10.12 recommended)
- **Processor**: 1GHz (2GHz or faster recommended)
- **Monitor Resolution**: 1024X768+
- **Free Hard Disk Space**: 5GB (20 GB+ recommended)
- **Supported Browsers**: Windows: Chrome (recommended), Firefox; Macintosh: Chrome (recommended), Firefox (OS 10.8-10.11), Safari (OS 10.10-10.13)
- **Internet Connection**: Broadband (high-speed) Internet connection with a consistent minimum speed of 1.5 Mbps (4Mbps+ recommended).
- **Hardware for Collaborate Ultra**: Audio: Sound card with microphone and headphones (a headset with microphone/headphones is highly recommended); Video: Webcam (built-in or external)

**Best Practices for Collaborate Ultra:**

- Use the built in microphone/speakers on your device for audio.
- Connect to the internet via wired connection (if available).
- Close down all background programs that are not being used for the session (email, extra web browsers, and any other desktop applications).
Join a Collaborate Ultra Session:

- Click on **Collaborate Ultra** in the course menu.

- Select the correct Course Room for your session and then click **Join Session**.

Bb Collaborate Ultra will open in a new tab within your browser. The first time you enter you may be prompted by Chrome to allow access to your microphone and camera. Click “**Allow**” on those dialog boxes.

**Collaborate Ultra Interface:**

- Bb Collaborate Ultra has three menus: **Sessions**, **Mini Menu** and the **Collaborate Panel**.

- **Mini Menu** at the bottom center of the screen allows you to change your status to away or provide feedback, access controls for audio and video, and allow you to raise your hand.
Collaborate Ultra Session Menu:

The session menu includes links to use audio, report an issue, learn more about Collaborate Ultra and leave your session.

Collaborate Ultra Panel:

The Collaborate panel (purple icon) allows you to access the chat page, participants list, share content controls (only if moderator or presenter), and change your session settings (My Settings).

Collaborate Ultra Audio & Video Setup:

Set up your camera and microphone is located under the My Settings menu in the Collaborate panel.

My settings can be accessed by clicking this icon.

When you complete the audio/video setup, you will get a notification that your microphone and camera are ready to go but still turned off.
When you are ready to turn your microphone and video on, use the mini menu controls. This is also where you can “raise and lower your hand” (icon on the far right) to signal to the professor that you have a question.

It is best practice to have your audio/video off until called upon by the professor to answer a question or if you have a question and the professor acknowledges you to ask your question. At that point turn it on and talk. Once finished, turn your microphone back off and “lower your hand” if raised.

Collaborate Ultra Participants List:
The participant list is located in the Collaborate panel by clicking this icon and allows you to view all participants for your session.

Leaving Bb Collaborate Ultra:
To leave the session, click Leave Session located in the Session menu or simply close your Bb Collaborate Session tab in your browser window.

View Recorded Sessions:
If the session was recorded, the recordings will be located in the tool menu at the top left of the Collaborate Ultra page after the session ends. Locate the recording you wish to view and click Watch Now.
Infobase (formerly Hoonuit)

Infobase is an online technology training and professional development tool. It includes over 60,000 step-by-step video tutorials on more than 250 common software and operating systems such as Microsoft® Office, Adobe® Creative Suite, and Blackboard®, and topics such as plagiarism and online courses.

Available 24/7 from campus or home, Infobase creates flexible learning opportunities that make it easy for learners of all ages to embrace technology and develop critical skills for success at school, at work and in life.

How to Access Infobase

Infobase can be accessed in one of two ways:

1. From the Hampton University Infobase website:
   Atomic Learning | Online Professional Learning for Higher Education - Atomic Learning (infobase.com)

2. Within Blackboard under the “My Home by the Sea” tab,
   click on “Launch Infobase”
How to Log Into Infobase

Your INFOTECH logon information will allow you to get into the Infobase website. The default INFOTECH logon is:

**Username:**  firstname.lastname (period in between first and last name) *i.e. john.smith*

**Password:**  Your INFOTECH password

Hampton University Library Resources

Libraries support the University’s mission to promote learning and excellence in teaching by providing access to a wide array of information resources, services and facilities.

Hampton University has access to the resources of the University libraries. The libraries are enhanced as a result of membership in several networks and consortia, serving academic libraries. The Hampton University Library is a member of the Virginia Tidewater Consortium (VTC), the Virginia Independent College and University Library Association (VICULA) and the Virtual Library of Virginia (VIVA).

The sharing of resources by the network of academic libraries is accomplished through the use of interlibrary loan, reciprocal borrowing, the shared cataloging of materials, online access to holdings, bibliographic databases and cooperative purchasing.

How to access the Library Resources

**Library Resources Website:**  [https://home.hamptonu.edu/library/](https://home.hamptonu.edu/library/)

**Username:**  firstname.lastname (period in between first and last name) *i.e. John.Smith*

**Password:**  Your INFOTECH password