UNIVERSITY OF ALASKA
DISTANCE LEARNING

This document is designed to guide you through the steps needed to prepare for your first distance education course session. Distance education is delivered through a variety of mediums within the University of Alaska system. Most courses are offered online, however there are also courses offered via televsion, audio or video conferencing, and correspondence. It is important for your success to know the delivery method of your course. You can find this information in the course schedule and your course syllabus. Please fill in your UA ID card (last page of this document) as you do the steps.

Brief Overview
The University of Alaska includes the University of Alaska Anchorage, University of Alaska Fairbanks, and the University of Alaska Southeast. Each of these units include extended campuses in many locations across Alaska. Follow these steps to prepare for your first class session. The specific steps you need to complete will depend on the course you are taking and the campus responsible for the course.

Step 1: Your UA ID, Advising, Registration, and Textbook Purchase
Step 2: Accessing and Configuring Email
Step 3: Class Management System (Blackboard, UAS Online)
Step 4: Delivery Methods (eLive, Audio, Video)
Step 5: Libraries and Labs
Step 6: Introduction to the MyUA Portal
Step 7: EDIR, the University Directory
Step 8: Entering MyUA Portal

(Note to Students:
Our sponsors would like to find out if this Guide has been a useful resource for helping to get started with your UA distance classes. After you get set up, please take a moment to fill out a very brief survey at: http://www.alaska.edu/ett/stuguide_survey/stuguide_survey.html   Thanks for your feedback.)

First, contact the advising center on your local campus or the campus where you plan to register for classes. Plan to register for the classes you want and do it ***early***. Everything you need to prepare for classes follows from paying your registration fees – so don't wait until classes start, get registered! First time UA students will find it easier to register on paper forms with an adviser or UA campus registrar. Returning students can register online at: *http://uaonline.alaska.edu*.

What you will need:
*   Your social security number, birth date, and at least 50% of your fees.
    (Refer to your local campus for financial aid and advising help.)

What you will get:
*   Your UA ID# (30xxxxxx)
*   Your UA (global) Username, now used by UAS, UAA, and certain applications (often: first initial, middle initial, last name, a number – see Help below)
*   For UAF, your campus username (zsjes = first letter identifies the campus, s for student, your initials, #)
    Write these items onto your UA ID card on the last page of this document.
*   The textbook(s) list for the course. Find out if the campus will send you the textbook(s) or if you need to purchase the textbook yourself through an online bookstore or other source.

Help:
*   You can look up your UA ID# and UA Username at:
    https://uaonline.alaska.edu/banprod/owa/bwgk2gid.P_DisplayID_Request
    or contact the registrar of the campus offering the class.
*   UAS students can also check your UA ID# and campus username at:
    http://uas.alaska.edu/elmo

CAMPUS BOOKSTORES

UAF:	*http://www.uaf.edu/bookstore*
UAS:	*http://uas.alaska.edu/bookstore*
CDE:	*http://distance.uaf.edu/bookstore*
UAA:	*http://www.uaa.alaska.edu/bookstore*

BOOKSTORE INSTRUCTIONS FOR STUDENTS REGISTERED FOR COURSES AT UAA
(ANCHORAGE, KENAI, KODIAK, HOMER, MAT-SU CAMPUSES)

UAA Bookstore sells all textbooks required for UAA distance courses. Refer to the UAA Bookstore textbook sales schedule at *http://bookstore.uaa.alaska.edu* for ordering textbooks or call 907-786-1151. Other materials such as headsets and school supplies are available at the UAA Bookstore also.

If your course is from an extended site, such as Kenai Peninsula Campus or Mat-Su Campus you must purchase your books through the appropriate campus bookstore.
Go to *http://www.uaa.alaska.edu/distanceeducation* for bookstore contact information.

STEP 2 Email

Email is an important communication tool. Each of the main units of the University of Alaska (UAA, UAF, and UAS) use a different email program. Detailed steps for each email program are outlined in this section, including information for new and returning students.

EMAIL INSTRUCTIONS FOR STUDENTS REGISTERED FOR COURSES AT UAF OR
A COLLEGE OF RURAL AND COMMUNITY DEVELOPMENT (CRCD) CAMPUS

UAF First Time Students	UAF All Students
To look up your account: • Go to *https://ssl.uaf.edu:1917/email_lookup.html* • Fill in your UA ID# number from step 1. • Enter a password twice and then write down a clue to the password on your UA ID card. • If you want to use a personal email address, enter it into the email forward textbox. • Answer the required questions. • Click *LOOK UP MY ACCOUNT*. • You will be given your campus username; write it on your UA ID card.	**To access your email:** • Go to UAF webmail at *http://webmail.uaf.edu/* • Enter your campus username in the name box. • Enter your UA email password in the password box. (If you forgot your password, follow instructions at bottom of page to change it.) • When finished checking your email, click *SIGN OUT* (upper-right corner). **To use a personal email address:** • Go to UAF webmail at *http://webmail.uaf.edu/* • Click on the *USERMIN* link on the page above. • Fill in your campus username for the email username and click *OK*. • Fill in your campus username and UA email password and click *LOGIN*. • In Usermin, click the *MAIL* button. • Click *MAIL FORWARDING AND REPLIES*. • In the "Forward to other address?" section, check the *YES* box and enter your personal email address in the field. • Click the *SAVE* button. • Click the *LOG OUT* link (upper-right corner).

HELP: IF YOU NEED TECHNICAL ASSISTANCE, CONTACT THE OIT SUPPORT CENTER.
IN FAIRBANKS, CALL 450-8300. OUTSIDE FAIRBANKS, CALL 800-478-8226.

EMAIL INSTRUCTIONS FOR STUDENTS REGISTERED FOR COURSES AT UAA
(ANCHORAGE, KENAI, KODIAK, HOMER, MAT-SU CAMPUSES)

UAA First Time Students	UAA Returning Students
• Once registered in a UAA distance course, wait 3 business days and then go to the Blackboard login page: *http://technology.uaa.alaska.edu* • Find your username with the *USERNAME LOOKUP* feature. You will need to enter your first name, last name and UA ID# (Step 1). • Your default UAA password is set to the following: lowercase uaa, uppercase first initial, middle initial, last initial, and last four digits of your UA ID# Example: John P Smith 12345678 Password: *uaaJPS5678* • Your UAA username and password is used for your Blackboard account and your UA webmail (email) account. • Go to the UAA webmail login page: *http://webmail.uaa.alaska.edu* • Log in with your UAA username and password. • This will be your UAA email account used by all UAA departments and faculty. If you would like to use a personal email account you may go to the *OPTIONS* feature and forward this account to your email of choice.	• Your webmail and Blackboard username and password from the previous semester will stay the same. • If you have forgotten your username go to *http://technology.uaa.alaska.edu* and find your username with the *USERNAME LOOKUP* feature. You will need to enter your first name, last name and UA ID# (Step 1). • If you have forgotten your password go to: *http://username.uaa.alaska.edu* and click on the *FORGOT YOUR PASSWORD* button. • Go to the UAA webmail login page: *http://webmail.uaa.alaska.edu* • Log in with your UAA username and password. • This will be your UAA email account used by all UAA departments and faculty. If you would like to use a personal email account you may go to the *OPTIONS* feature and forward this account to your email of choice.

HELP: CONTACT THE UAA CALL CENTER AT 907-786-4646
OR TOLL FREE AT 877-633-3888 IF YOU NEED ASSISTANCE.

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EMAIL INSTRUCTIONS FOR STUDENTS REGISTERED FOR COURSES AT UAS
(JUNEAU, KETCHIKAN, SITKA)

First Time and Returning Students

• Go to *http://mail.uas.alaska.edu*
• Enter your UAS campus username and password (Step 1).
• If you want to use a personal email address:
  • Log in to UAS Online (Step 3).
  • Click on the *EDIT OPTIONS* link.
  • Enter your personal email address in the *FORWARD UAS EMAIL TO* textbox.
  • Press the *OK* button to save the settings.

HELP: *http://uas.alaska.edu/helpdesk/email*
OR CONTACT THE UAS HELPDESK AT 877-465-6400 IF YOU NEED ASSISTANCE.

STEP 3 Course Management Systems
Blackboard and UAS Online

BLACKBOARD INSTRUCTIONS FOR STUDENTS REGISTERED FOR COURSES AT UAF
OR A COLLEGE OF RURAL AND COMMUNITY DEVELOPMENT (CRCD) CAMPUS

Supported Browsers: *If you experience problems using Microsoft Vista or Internet Explorer 7, try using an alternative web browser such as FireFox or Opera.*

What you will need:
• UAF Blackboard username and password.

UAF First Time Students	UAF Returning Students
• If you haven't activated your UAF email, complete Step 2 first. • Using your internet browser, go to *http://classes.uaf.edu* (Note: this web address does not include "www" before "classes"). • Click on the *LOGIN* button at the upper left corner. • Enter your campus username (Step 1) in the box. (Example: fsjxj) • Your first time password will be your UA ID# (Step 1) followed by a capital U, e.g., *31234567U* • Click the *LOGIN* button. • To change your Blackboard password: after you log in, click the *PERSONAL INFORMATION* link along the left-hand side of the Welcome screen ("My Blackboard" tab). Then click *CHANGE PASSWORD*.	• Go to UAF Blackboard: *http://classes.uaf.edu* • Click the *LOGIN* button at the upper left corner. • Enter your campus username in the box. • Enter your UAF Blackboard password. • Click the *LOGIN* button. *If you don't know your Blackboard password, go to http://classes.uaf.edu/webapps/blackboard/password to have your password emailed to you. This only works if you have activated your UAF email.*

HELP: IF YOU NEED TECHNICAL ASSISTANCE, CONTACT THE OIT SUPPORT CENTER.
IN FAIRBANKS, CALL 450-8300. OUTSIDE FAIRBANKS, CALL 800-478-8226.

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BLACKBOARD INSTRUCTIONS FOR STUDENTS REGISTERED FOR COURSES AT UAA
(ANCHORAGE, KENAI, KODIAK, HOMER, MAT-SU CAMPUSES)

UAA First Time Students	UAA Returning Students
• Once registered in a UAA distance course, wait 3 business days and then go to the Blackboard login page: *http://technology.uaa.alaska.edu* • Find your username with the *USERNAME LOOKUP* feature. You will need to enter your first name, last name and UA ID# (Step 1). • Your default UAA password is set to: lowercase uaa, uppercase first initial, middle initial, last initial, and last four digits of your UA ID# Example: John P Smith 12345678 Password: *uaaJPS5678* • Your UAA username and password is used for your Blackboard account and your UA webmail (email) account. • Go to the UAA Blackboard login page: *http://technology.uaa.alaska.edu* • Log in with your UAA username and password. • Students registered in a UAA distance course will find their courses listed in Blackboard as of the first day of classes posted in the current semester calendar. It is up to each student to log in and review the course information provided by the instructor and follow the course syllabus. • For specific instructions regarding telecourse, audio conference, and video conference information, students must review the online orientation packet at: *http://www.uaa.alaska.edu/distanceeducation*	• Your webmail and Blackboard username and password from the previous semester will stay the same. • If you have forgotten your username go to *http://technology.uaa.alaska.edu* and find your username with the *USERNAME LOOKUP* feature. You will need to enter your first name, last name and UA ID#. • If you have forgotten your password go to *http://username.uaa.alaska.edu* and click on the *FORGOT YOUR PASSWORD* button. • Go to UAA webmail login page: *http://webmail.uaa.alaska.edu* • Log in with your UAA username and password. • Students registered in a UAA distance course will find their courses listed in Blackboard as of the first day of classes posted in the current semester calendar. It is up to each student to log in and review the course information provided by the instructor and follow the course syllabus. • For specific instructions regarding telecourse, audio conference, and video conference information, students must review the online orientation packet at: *http://www.uaa.alaska.edu/distanceeducation*

HELP: CONTACT THE UAA CALL CENTER AT 907-786-4646
OR TOLL FREE AT 877-633-3888 IF YOU NEED ASSISTANCE.

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UAS ONLINE INSTRUCTIONS FOR STUDENTS REGISTERED FOR COURSES AT UAS
(JUNEAU, KETCHIKAN, SITKA)

What you will need:
• Your UA username or an active account at any campus (Step 1).

First Time and Returning Students
• Go to *http://uas.alaska.edu/online*   • Enter your username in the username textbox.   • Enter your password in the password textbox.   • Press the *SIGN IN* button.   • Please update your contact information, including your email address.   • If not prompted on your login, please press the *EDIT OPTIONS* link in your profile and then enter current contact information.

HELP: CONTACT THE UAS HELPDESK AT 877-465-6400 IF YOU NEED ASSISTANCE.

Use the following instructions if your distance course has a synchronous (same time) meeting via internet conference, audio conference, or video conference. *Note: More detailed information should be available through your syllabus and course web site.*

INTERNET CONFERENCING—ELLUMINATE LIVE (ELIVE)

eLive is a real-time Internet conferencing service which, if your instructor chooses to use it, will be available through your CMS (Step 3) or through a link provided by your instructor/syllabus.

What you will need:
• The day and time for the class meeting. This information will be in the course schedule and syllabus.
• A stable and reliable connection to the Internet (broadband preferred but not required).
• A computer with a sound card.
• A headset with a microphone (which you can obtain with your books or through the campus offering the class).

What you will do:
• You will need to "qualify" your computer as ready for the first class session. UAA has some excellent eLive resources which can be used for setting up for any UA eLive course. To see if your computer is eLive ready, go to *http://www.uaa.alaska.edu/elive* and follow the eLive setup steps.
• Once you have your basic computer setup, it is important to test your link to the campus eLive server you will be using for class or, ideally, to your actual eLive classroom. FOLLOW CAMPUS PROCEDURES FOR TESTING YOUR ELIVE CONNECTION 4–5 DAYS BEFORE YOUR FIRST SCHEDULED CLASS MEETING. For UAA, follow instructions at the UAA site above. For UAS, follow instructions in your course web site. UAF students may log into a UAF eLive configuration room at *http://elive.uaf.edu/join_meeting_confirmation.html*
• Refer to your syllabus for instructions on accessing your eLive classroom or contact your regional help desk for additional assistance.

eLive Note: You will need access to the "administrator" level of the computer. If you are using your home machine, this shouldn't be a problem. If you are in a school, office, or lab, you may need to work with the local IT administrator to download the correct software. Please check the online instructions available on your course site.

AUDIO CONFERENCING

What you will need:
• A telephone in a quiet area.
• The day and time for the class meeting. This information will be in the course schedule and syllabus.
• The audio conference number and course PIN. This information will be on the syllabus.

What you will do:
• Five minutes before the class is scheduled to begin, dial the audio conference number and enter the PIN at the prompt to connect to the class meeting.

Help:
Check the course syllabus for audio conference call-in information (toll-free number and PIN). Contact the University's conferencing provider if you have technical problems. For Fall 2007 term, the provider is Encounter Collaborative at 800-290-5900. Have the class and instructor information available.

What you will need:
- Access to video conference equipment. Contact the local campus for information on equipment.
- The day and time for the class meeting. This information will be in the course schedule and syllabus.
- The video conference connection information will be on the syllabus.

What you will do:
- Five minutes before the class is scheduled to begin, check to make sure that the monitor or projector is on, and that the "Video Codec" is on. The video class will start when the Bridge (MCU) dials out to you. Use the remote control to adjust your camera and volume.

Help:
For all campuses, please contact UA Video Conferencing Services at 800-910-9610. Have class/instructor information available.

STEP 5 Libraries and Labs

- You will need your campus username for access to libraries and labs.
- For more detailed information on accessing library resources, go to
  http://distance.uaf.edu/lib/UA-Libraries-DE.pdf
- For more information on accessing labs, please consult your campus IT office or regional help desk.

UAA Students	**UAF Students**	**UAS Students**
UAA Call Center	OIT Help Desk	UAS Helpdesk
axhelp@uaa.alaska.edu	helpdesk@alaska.edu	*www.uas.alaska.edu/helpdesk*
(907) 786-4646	(907) 450-8300	(907) 796-6400
(877) 633-3888	(800) 478-8226	(800) 465-6400

STEP 6

MyUA Portal
Your personalized web access to the University!

Introduction to the Portal
Once registered for your class, you may wish to take advantage of the many features of the University's portal, MyUA. MyUA is free to students and allows easy access to a personalized web site you can customize. The portal makes it easier to manage your classes and email. It includes a calendar for your personal and academic use. It also shows all of your classes. You can share your calendar with any other student, faculty or staff throughout UA.

You can start and join shared-interest Groups or add other information sources called 'channels'. You can also access your information in UAOnline (grades, financial aid, transcripts, planning and advising resources) without having to repeatedly sign on to UAOnline!

Quick Start Instructions
If you have logged in to MyUA before and know that your AUTHSERV password is still active, go to one of these sites:

    UAA: *https://authserv.alaska.edu/?redirect=MyUA&style=uaa*
    UAF and Statewide: *http://myua.alaska.edu*
    UAS: *https://authserv.alaska.edu/?redirect=MyUA&style=uas*

To gain access to the MyUA Portal for the first time or if you have forgotten your password, go to **Step 8 (Entering MyUA Portal)**.

STEP 7

EDIR, the University of Alaska Directory
Enterprise Directory (EDIR) Identity

Information about you and your relationship with the University is stored in the University Enterprise Directory (EDIR). EDIR's Authentication Services (AUTHSERV) is used by MyUA to log in. To get access into MyUA, you will want to confirm that your EDIR listing is current and active (and has current information about you). Usually at the time of your enrollment, you will be sent UA email notification that your AUTHSERV account has been activated, which is the account you will use to log in to EDIR, MyUA, and other applications. For security reasons, this activation is only turned on for 14 days, so if you can't get things to work, call your regional help desk to ask for assistance – they may have to re-activate your account.

What you will need:
- New students will set up a password for their AUTHSERV account.
- Returning students will need their UA ID# or UA (global) Username and AUTHSERV password.

First Time Students

- Go to the UA Enterprise Directory (EDIR): *https://edir.alaska.edu/* and click on the *LOG IN* link to the upper right.
- First time users, click the *FIRST TIME LOG IN PAGE* link at the bottom of the page.
- Fill in your UA ID# or UA (global) Username from Step 1.
- Enter the last four digits of your social security number in the corresponding text box.
- Choose your birth date using the drop down text boxes.
- Click the link *PASSWORD REQUIREMENTS* (next to the password textbox) to visit the rules for making passwords.
- Enter your new password twice in the corresponding password text boxes.
- Click the *CONTINUE* button.
- You will be prompted to enter a secret question and response. This will be used in a self-reset process should you ever forget your password. If you use the password re-set feature, it will prompt you to answer the secret question you are entering now. Please keep in mind that the answer is case-sensitive and both answer and question must be more than eight characters long. Additionally, an email address may be requested if one is not already present on your EDIR record.
- Click on the *MYUA* link if you wish to log in.

Returning Students

- Log in with your UA ID# or UA (global) Username and EDIR password.
- If you cannot remember your password, but have used your AUTHSERV account before, go to *https://edir.alaska.edu/* and click on the *PASSWORD SELF-RESET PAGE* link at the bottom.
- Fill in the UA ID# or username text box.
- Enter the last four digits of your social security number in the corresponding text box.
- Choose your birth date using the drop down text boxes.
- Click the *CONTINUE* button.
- It will then present you with the secret question you set up (see above) and will prompt you for your secret answer. The answer is case-sensitive.
- Click the *RESET PASSWORD* button.
- Once you have correctly answered your secret question, you see confirmation that you successfully reset your password. Click on the *POST RESET AUTHENTICATION* link on that page.
- Follow the directions above starting with filling in your UA ID# or UA (global) Username.
- Click on the *MYUA* link if you wish to log in.

Logged in Before?
Remember: If you have used MyUA before and you recall your AUTHSERV password, you can go to *http://myua.alaska.edu* and log in; or, if you are affiliated with UAA or UAS, you can go to:

   UAA: *https://authserv.alaska.edu/?redirect=MyUA&style=uaa*
   UAS: *https://authserv.alaska.edu/?redirect=MyUA&style=uas*

Can't Remember your Password, or it has Expired?
If you have used MyUA before, but can't recall your password or it is expired, go the following sites:

   UAA: *http://www.uaa.alaska.edu/myua/password.cfm*
   UAF: *https://authserv.alaska.edu/cgi-bin/self_reset*
   UAS: *https://uascentral.uas.alaska.edu/elmo/*

Never Logged in to MyUA Before?
If you never logged into MyUA before, and never logged into AUTHSERV before (*https://authserv.alaska.edu*), you must first establish a password for your AUTHSERV account. Each campus differs in the way in which your AUTHSERV account is activated. If you receive an email from the AUTHSERV administrator, follow the directions.

Or, you can go to the first time log in sites. If you are unable to log in, contact your help desk.

First time login sites:
   UAA: *http://www.uaa.alaska.edu/myua/index.cfm*
   UAF: *http://www.alaska.edu/myua/firsttime/*
   UAS: *http://www.uas.alaska.edu/myua/*

Help:
Contact your regional help desk if you need assistance (see Step 5) or go to the MyUA user guide at: *http://www.alaska.edu/oit/docs/myua/MyUAUserGuide.pdf*

My University of Alaska Identity Card

PLEASE NOTE: It is best not to write down your passwords but to write a "clue" to help you remember your passwords instead.

1.   UA ID#: 30 _ _ _ _ _ _ (8 digits)

2.   UA (global) Username: _____ (first initial, middle initial, last name, often a #)

3.   Campus username: _____ _ _ (first letter for campus, s for student, your initials, often a #)

4.   UA Email Address:
        UAF Student: _____@uaf.edu
        UAA Student: _____@uaa.alaska.edu
        UAS Student: _____@uas.alaska.edu
                (campus username)

5.   UA email password clue: _____

        UA email account has been forwarded: yes____
        (if a personal email account is preferred)

6.   CMS/Blackboard password clue: _____

7.   My computer has been "qualified" for Elluminate Live participation yes____
        (Check your class web site or course schedule to see if you need to do this)

8.   UA ID# / username password clue: _____
        (used for EDIR, MyUA, etc – see step 1)

Please keep this information in a secure place and do not share your passwords with anyone.

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HELP DESK CONTACT INFORMATION

UAA Students

UAA Call Center
axhelp@uaa.alaska.edu
(907) 786-4646
(877) 633-3888

UAF Students

OIT Help Desk
helpdesk@alaska.edu
(907) 450-8300
(800) 478-8226

UAS Students

UAS Helpdesk
www.uas.alaska.edu/helpdesk
(907) 796-6400
(800) 465-6400

(Note to Students:
Our sponsors would like to find out if this Guide has been a useful resource for helping to get started with your UA distance classes. After you get set up, please take a moment to fill out a very brief survey at: http://www.alaska.edu/ett/stguide_survey/stguide_survey.html Thanks for your feedback.)