



Dear New River Student,

Congratulations on registering for classes at New River Community and Technical College!

New River continues to make progress throughout all of our campus locations in creating a state-of-the-art network, phone system, and many other technology services. As a new student, you have access to computer labs at each of our campuses and to a number of online services. To ensure your success at New River, you must know your **username** and create your **password** to access key resources. The links in the table below will be helpful to you as you get started.

New River home page:	https://www.newriver.edu
Verify you have an email account and locate your username (People Search):	https://intranet.newriver.edu/directory/
New River Portal:	https://my.newriver.edu
Orientation Overview:	https://web.newriver.edu/training/it075/
Online Orientation:	http://www.onlineorientation.net/newriver/-/pub/Intake
Distance Education Explained:	https://web.newriver.edu/technology/index.html
Computer Use Policy:	https://web.newriver.edu/procedures/computer-use-policy.pdf
Library Fact Sheet:	https://web.newriver.edu/library-factsheet.html

To find out if your account has been created and to locate your username, start by searching our online directory (People Search). Your **username** is the part of your email address to the left of the @ symbol. An example email address is jones_ab@newriver.edu so the username is **jones_ab**. Student usernames are usually the **last name** followed by an underscore "_" and then the **first** and **middle initial** added to the end (e.g., Amanda Britney Jones would be **jones_ab**).

You must create your initial **password** using the **First Time User** link on the portal login page (<https://my.newriver.edu>). You will be prompted to answer three identification questions before you're allowed to create your password (to prove your identity). We require you to change your password at least every 180 days (you'll be prompted) by using the **Forgot Password** link on the portal login page. As you change your password, you'll be prompted to choose four security questions and provide responses to them. You should also provide your secondary (personal) email address and cell phone information as you configure your security questions.

www.newriver.edu

Greenbrier Valley Campus
101 Church Street
Lewisburg, WV 24901
304.647.6560
304.647.6561 Fax

Mercer County Campus
1001 Mercer Street
Princeton, WV 24740
304.425.5858
304.425.0860 Fax

Nicholas County Campus
6101 Webster Road
Summersville, WV 26651
304.872.1236
304.872.3587 Fax

Raleigh County Campus
280 University Drive
Beaver, WV 25813
304.929.5450
304.929.5462 Fax

Central Administration
280 University Drive
Beaver, WV 25813
304.929.5445
304.929.5478 Fax

Once in the portal, you'll have access to the **Self-Service Banner** system that provides you with official course-related and financial aid information. You will also be able to access your New River **email** through the portal. The primary method of electronic communication at New River is your New River email account, so it is important that you check your email frequently to avoid missing important information.

Please use the links from the table above to review the **Computer Use Policy** as well as the **Orientation Overview** information to more fully understand some of the resources available to you.

Zoom is a great tool used by some faculty to conduct virtual office hours and for online tutoring, so please ask your instructors about how they will be using Zoom in your classes. You can download Zoom for free (<https://newriver.zoom.us>).

Through the portal you'll also have access to **Blackboard Learn 9**, the learning management system used at New River. Completely online courses appear in Blackboard but so do all of our traditional face-to-face courses. All instructors should post a syllabus in Blackboard for every course section, regardless of instructional method (distance or face-to-face). Regardless of whether you are taking distance or traditional courses, it is important that you communicate effectively with your instructor to adequately understand all of your course requirements and instructor expectations.

We have traditional face-to-face courses as well as web-based and video-based distance learning modalities (delivery formats). An explanation of these delivery formats is available using the link in the table above. Distance learning courses require as much (or sometimes even more) effort on your part as traditional face-to-face courses. Taking a course via distance means you might not have to travel to campus for class meetings but you do need to exhibit a high degree of self-discipline to complete the course requirements on time. The administrative procedures and deadlines for distance education courses are the same as for traditional face-to-face courses. This applies to the course start and end dates as well as to procedures for students enrolling, paying tuition, adding/dropping, and withdrawing. For questions pertaining to these issues please contact your campus Student Services representative.

I hope your experience at New River is a very successful and enjoyable one. For any questions pertaining to technical support please call 304-929-6725 or email us at itsupport@newriver.edu.

Best regards,



Dr. David J. Ayersman
Vice President, Information Technology Services
New River Community and Technical College