



# DIVISION OF INFORMATION TECHNOLOGY (DoIT) NEW STUDENT TECHNOLOGY GUIDE

2026-27



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## Division of Information Technology (DoIT)

The Division of Information Technology (DoIT) is dedicated to advancing the university’s mission by delivering reliable, innovative, and secure technology services. DoIT supports the Hampton community through the management of academic, research, and administrative systems, as well as the university’s core applications and voice, network, and computing infrastructure.

### Location:

**William R. Harvey & Norma B. Harvey Library**  
 129 William R. Harvey Way, 5th Floor  
 Hampton, VA 23669



### Departments within DoIT includes:

- Academic Technology Services/Canvas
- Client Technology Services (Helpdesk)
- Enterprise Application Services (EAS)
- Infrastructure Technology Services
- Media Production Services
- Network Communication Services
- IT Security Services
- Teaching and Learning Initiatives
- Web & Digital Services

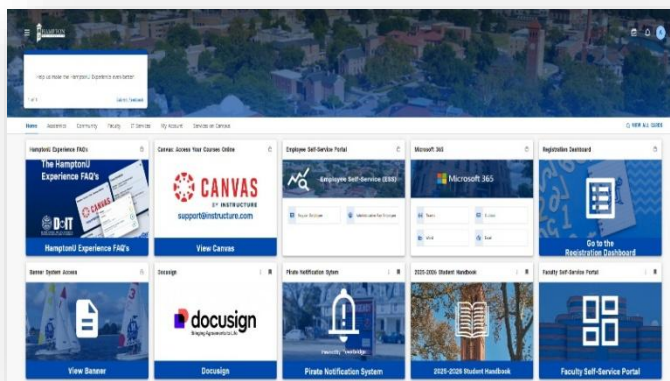
**DoIT Mission:** To provide secure, reliable, integrated, and SMART technological solutions that align with Hampton University’s academic, business, administrative, and research goals while simultaneously providing the highest

## HamptonU Experience

The HamptonU Experience is a personalized, cloud-based platform and mobile app that unifies academic and campus services for students, faculty, and staff. It provides a convenient, user-friendly dashboard to manage class schedules, grades, financial aid, and other important tasks, all in one centralized location.

### Key Features of the HamptonU Experience:

- **Centralized Dashboard:** Access course schedules, grades, and academic progress in real-time.
- **Administrative Tasks:** Manage financial aid, tuition, and billing.
- **Academic Tools:** Use for class registration and accessing course materials on Canvas.
- **Communication:** Receive personalized campus alerts and updates.
- **Mobile Access:** Available on both Android and Apple devices for convenience on the go.



## HamptonU Experience

### How to Access HamptonU Experience

To access the HamptonU Experience, use the links available on the HU Website, your Canvas dashboard, or the HamptonU Mobile App. You can also access it directly at <https://experience.hamptonu.edu>

### To log in, you will need the following:

- **Hampton University email address:** [firstname.lastname@my.hamptonu.edu](mailto:firstname.lastname@my.hamptonu.edu) (If you have a common name, a number may be added after your last name to ensure a unique account.)
- **Microsoft 365 password:** Use the same password that you use for other HU services (e.g., StarRez, email, and the Financial Aid Portal).
  - **Forgot Password?** On the login page, **enter your HU email address and click Next**. On the following screen, select **“Forgot Password”** to begin the password recovery process and reset your Microsoft 365 password.

### How to Access Email through HamptonU Experience

1. **Log in** to HamptonU Experience using your university email and Microsoft 365 password.
2. Click the **hamburger menu** (☰) in the top-left corner of the screen.
3. Select **“Email”** from the menu options.
4. You’ll be directed to your HU email inbox.

Apple iOS



Android Google Play



### How to personalize your HamptonU Experience Homepage

- Drag and drop unlocked cards to rearrange them in the order you prefer.
- Locked cards (such as Canvas) cannot be moved or removed.
- To add more cards to your homepage, go to the View All Cards page, browse available cards, and click the save icon (📌) on the ones you want to keep.

## InfoTech & Microsoft 365 Student Accounts

- **Your Infotech account provides access to university lab computers and Wi-Fi.**  
**Username:** firstname.lastname  
**Password:** Infotech Password
- **Your Microsoft 365 account uses your full email address as your username and your Microsoft password.** This account provides access to a cloud-based suite of productivity tools. **Hampton University offers students free access to Office 365, including Word, Excel, PowerPoint, and OneDrive,** to support coursework, group projects, and communication.

[Login to Office 365](#)**Username:** HU Email Address  
**Password:** Microsoft Password

## Microsoft Authenticator (MFA)

**Microsoft Authenticator is a mobile app that provides two-factor authentication (2FA) for your Microsoft account. Installing the MFA app is required** and adds an extra layer of security, helping protect your account from unauthorized access. If you are not prompted to set up MFA at initial login, please click the link and follow the provided instructions.

Click QR Code to install app  
View [MFA Video](#) for instructions

## Canvas

Canvas is the official Learning Management System (LMS) at Hampton University, serving as the central, digital hub for coursework, assignments, grades, and communication. It enables students to access syllabi, submit assignments, take exams, and interact with instructors.

### Key Features of Canvas:

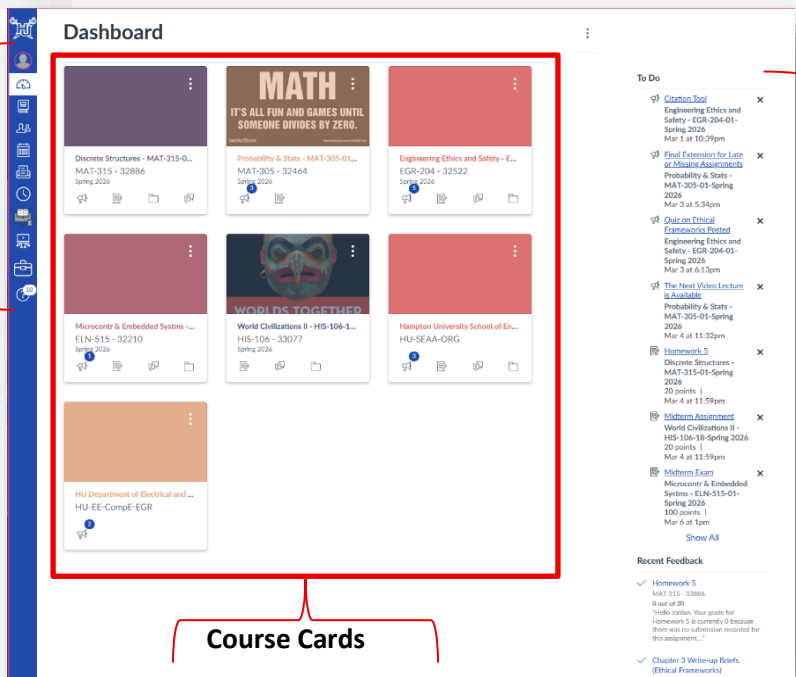
- Access content for courses, such as your course syllabus and lectures
- Submit assignments and take online exams
- Participate in online discussions with your instructors and classmates
- View grades and comments from your instructors
- Create and manage educational ePortfolios
- Join course related groups for peer collaborations



### How to Access Canvas

1. Access Hampton University Website: Go to [home.hamptonu.edu](http://home.hamptonu.edu)
2. Click **Current Students>HamptonU Experience>Canvas** card
3. Open Your Canvas Dashboard: It will display upon login

### Canvas Dashboard



The screenshot shows the Canvas Dashboard with several components highlighted by red brackets and labels:

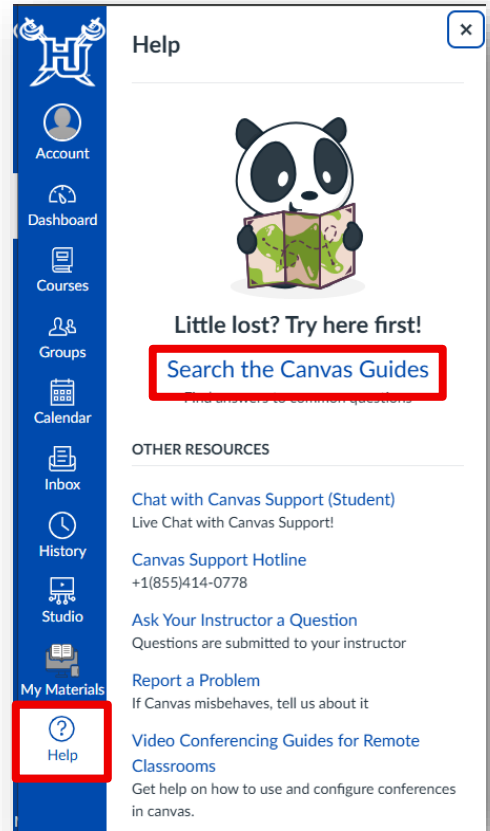
- Global Navigation:** A vertical blue sidebar on the left containing various icons for navigation.
- Course Cards:** A central grid of course cards, each representing a different course with its title, instructor, and semester.
- Upcoming Assignments, Tasks, Events & Recent Feedback:** A right-hand sidebar containing a 'To Do' list of upcoming tasks and a 'Recent Feedback' section showing grades and comments.

## Reasons you may not be able to Log In to Canvas or Access Your Course(s):

- 1. Unsupported Browser:** You may not be using a Canvas-supported browser.  
Please use one of the following:
  - Chrome (versions 126 or 127)
  - Firefox (versions 127 or 128)
- 2. Not Officially Registered for Courses:** You will **NOT** gain access to Canvas until you have officially registered for courses.
- 3. Course(s) Not Published by Instructor:** You will **NOT** be able to access your course(s) until your instructor(s) has/have published them (*typically on the first day of class*). Courses may appear in your course list but will be marked as not published until they are available.

## Manage Dashboard course(s)

If you do not see your enrolled course on your Dashboard, click on the **Courses** tab and click **All Courses**. Then, click the star icon next to the course name to add it to your Dashboard.



## Canvas Guides & Student Training Video

1. In Canvas, click **Help** in the Global Navigation Menu
2. View [Student Training Video](#) on the DoIT website (Training tab)



## Canvas 24/7 Hotline:

- **Phone:** 1-855-414-0778
- **Email:** [guides.instructure.com](mailto:guides.instructure.com) (*file a ticket*)

## Academic Technology Services (Canvas Support)

The Academic Technology Services (ATS) department manages the campus Learning Management System (Canvas) and technical training workshops and resources, while promoting collaboration across departments through digital solutions that inform and engage faculty, students and staff.

## ATS Operating Hours: Monday-Friday, 8:00 AM-5:00 PM

- **Phone:** 757-727-5290
- **Email:** [hucanvashelp@hamptonu.edu](mailto:hucanvashelp@hamptonu.edu)

## Infobase

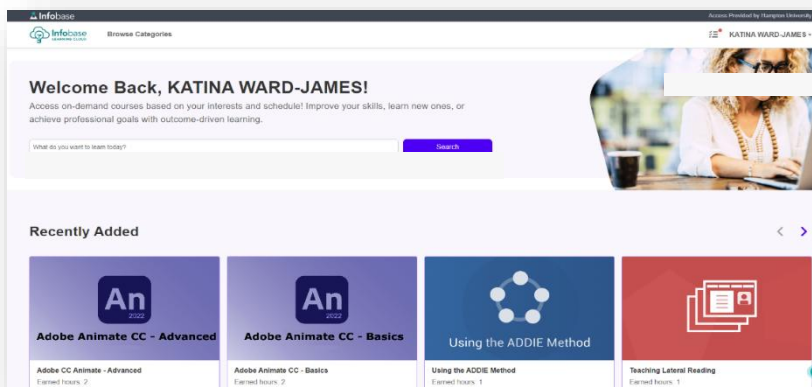
**Infobase is an online technology training and professional development tool.** It includes over 60,000 step-by-step video tutorials on more than 250 common software and operating systems such as Microsoft® Office, Adobe® Creative Suite, and Blackboard®, and topics such as plagiarism and online courses.

**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 within HamptonU Experience.**

Infobase utilizes your InfoTech credentials and will not require you to enter your login credentials (single sign-on).



## Client Technology Services (Helpdesk)

**Client Technology Services (CTS) provides a unique role as the primary source of IT services and support for students, faculty, staff, and researchers.** Services include answering questions about ongoing IT operations, providing assistance to our Hampton community for IT-related tasks, and operating and maintaining faculty and student computer labs.

**CTS can assist with the following issues, including but not limited to:**

- Resetting passwords
- Accessing the HamptonU Experience
- Accessing email
- Using MFA (Microsoft Authenticator)
- Applications/Service Access
- Portal Issues

**CTS Operating Hours: Monday-Friday, 8:00 AM-5:00 PM & Saturday, 9:00 AM-5:00 PM**

- For any tech-related questions, please [create a support ticket](#).
- For non-urgent matters, email: [helpdesk@hamptonu.edu](mailto:helpdesk@hamptonu.edu)
- For urgent matters, contact the Help Desk Coordinator **in person** (Harvey Library, 5<sup>th</sup> floor) or by phone at **757-728-6931**.

### CTS Computer Lab

The CTS computer lab is designed to support the academic and research needs of students, faculty, and staff by providing access to state-of-the-art computing resources in a secure, collaborative environment.

**Location: 5th Floor, William R. and Norma B. Harvey Library**

**CTS Lab Hours\* Monday-Thursday, 8:00 AM-1:00 AM; Friday, 8:00 AM-5:00 PM; Saturday, 9:00 AM-5:00 PM; Sunday, 2:00 PM-1:00 AM** (Extended hours are offered during midterm and final exam periods.)

*\*For technical assistance, please refer to the CTS Operating Hours for available support times.*

## Lab Available Resources

### The CTS lab is equipped with:

- High-performance Windows and macOS workstations
- Full Microsoft Office Suite, Adobe Creative Cloud, MATLAB, SPSS, and more
- High-speed internet and secure printing services
- Scanners and assistive technology for students with disabilities

## Student Access & Policies

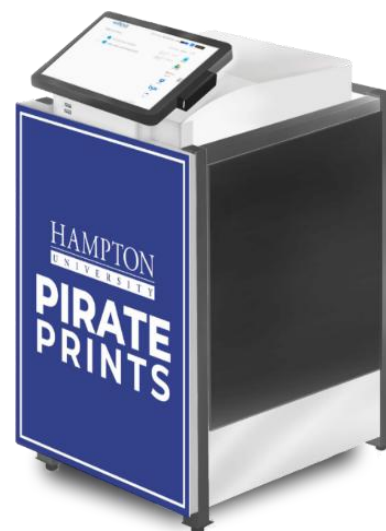
- **Access:** All currently enrolled students can log in to lab computers using their Infotech account.
- **Conduct:** Users must follow the Acceptable Use Policy and maintain a respectful, academic-focused environment.
- **Support:** On-site lab assistants are available during operating hours to help with technical issues and software questions.

## Pirate Prints

The Pirate Prints kiosks provide an easy and convenient way to print and scan documents.

### Features:

- Printing and scanning in black-and-white and color
- Access to cloud-based printing at every kiosk by logging in, entering a code, or inserting a USB drive
- Minimal rates for printing and scanning to help save money on your own equipment, ink, and paper
- Pirate Prints kiosks are powered by [wepa](#), who has partnered with [PrintReleaf](#) to reforest trees and achieve a paper-neutral footprint



### How to Print and Scan

Hampton University students, faculty, staff, and guests can print or scan one of the following ways:

- Download the wepa app for [Windows](#) or [Mac](#) to print from your computer
- Upload documents from a mobile device using the wepa app available in the [App Store](#) and on [Google Play](#)
- Print directly from Canvas courses
- Access cloud-based storage (Google Drive, OneDrive, Box, etc.) directly from a Pirate Prints kiosk
- Upload documents to wepa using a web browser
- Email your documents to wepa and get a code to release the prints at a Pirate Prints kiosk
- Bring a USB drive to a kiosk

Step-by-step instructions for [printing with Pirate Prints are available online](#)

### Station Locations

- Bemis Lab – 2nd Floor Library
- Graduate Physics Research Center – 1st Floor
- Harvey Library – 1st Floor
- Harvey Library – 5th Floor
- Marine and Science – 1st Floor, Room 130
- McGrew Towers – Lobby
- MLK & Buckman – Rotunda
- Olin Building – 3rd Floor, Room 316
- S&T Main Lobby
- Scripps Howard – 2nd Floor, Room 221
- Student Center – Next to Theatre
- Residence Halls
  - Armstrong Hall – Music Department next to door 138
  - Douglas Wilder Hall – 1st Floor
  - Dubois Hall – Lobby
  - Dupont Hall – Dupont Entrance Next to time clock
  - Franklin White Hall – Lobby
  - Freeman & Kittell Hall – Rotunda
  - Harkness Hall – Front Lobby
  - Holland Hall – 1st Floor, Computer Lab
  - James Hall – 1st Floor
  - Kennedy Hall
  - Twitchell Hall – 1st Floor, Recreation Room
  - Virginia-Cleveland Hall – 2nd Floor, Common Area
  - Wendell Holmes Hall – Lobby

### Pirate Prints Rates (per sheet)

Color, Setting, and Size	Single-sided	Double-sided
Black-and-white, Letter (8.5×11)	\$.08	\$.14
Color, Letter (8.5×11)	\$.35	\$.60
Black-and-white, Tabloid (11×17)	\$.17	\$.33
Color, Tabloid (11×17)	\$.89	\$1.75

### How to Pay

Get your documents at a Pirate Prints kiosk by using one of these convenient methods:

- [wepa account](#): Add funds to your account online or at any Pirate Prints kiosk with a credit or debit card.
- [PiratePay](#)
- **Credit and debit cards**

### Pirate Prints Support

The [wepa user guide](#) provides detailed instructions on how to use the Pirate Prints kiosks. For further assistance or account help, wepa support is available at 1-800-675-7639 or [help@wepanow.com](mailto:help@wepanow.com).

To report a problem with a print station (paper jam, in need of more supplies, etc.) follow the links below. Please be sure to include all relevant information (campus, building, location, type of problem, etc.)

**Campus Wireless Networks**



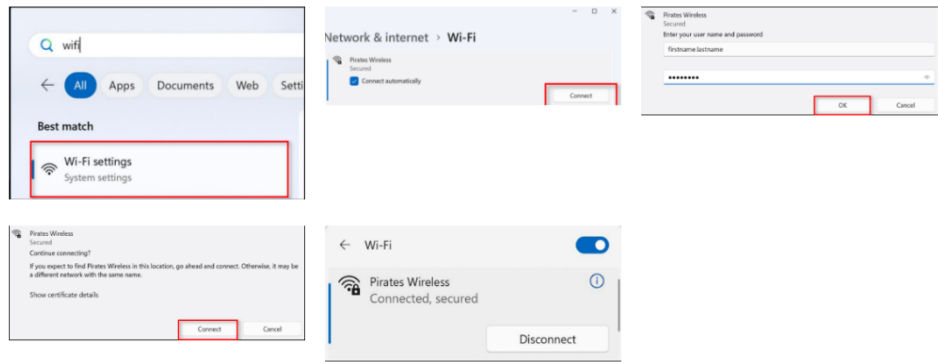
**Pirates Wireless**  
(Students, Faculty & Staff)



**Pirates Guest**  
(Visitors)

**Connecting to Pirates Wireless on Windows**

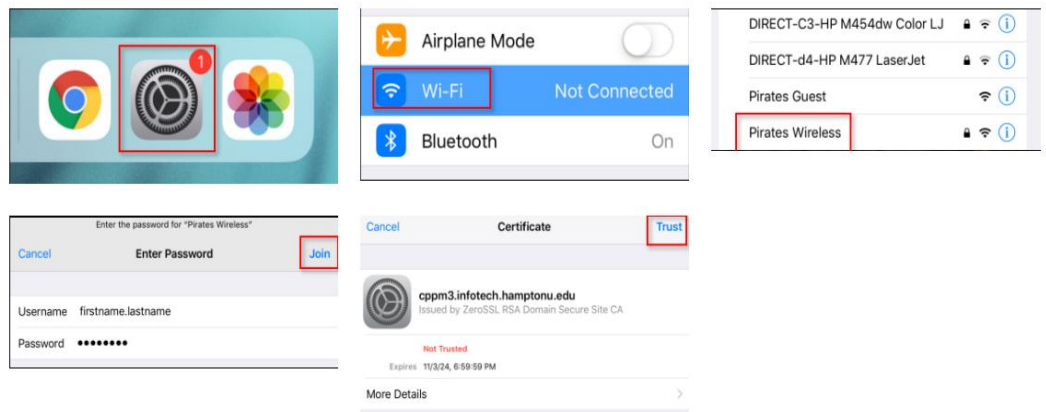
1. Search for **Wi-Fi settings**
2. Find **Pirates Wireless** from the list of available networks
3. Click **Connect** on Windows; Join on iOS
4. Enter your **Microsoft Username and Password**;  
If prompted, select **“Trust”** for Certificate
5. Click on **Connect**



**Please Note: This is a one-time process. Once completed, you’ll be automatically connected the next time you enter campus.**

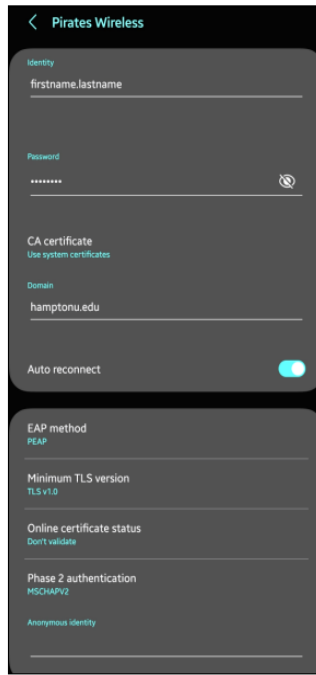
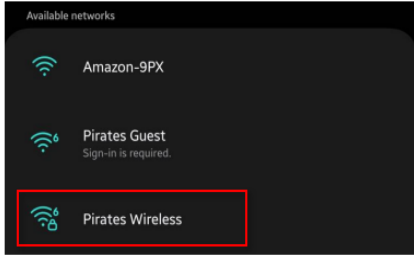
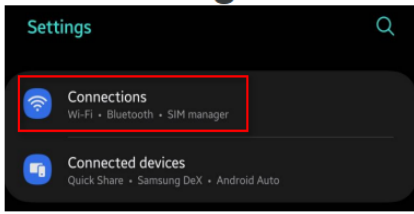
**Connecting to Pirates Wireless on iOS**

1. Click on **Settings**
2. Click on **Wi-Fi**
3. Find **Pirate Wireless** from the list of available networks
4. Enter your **Microsoft Username and Password**
5. Click **Trust** and you will be connected.

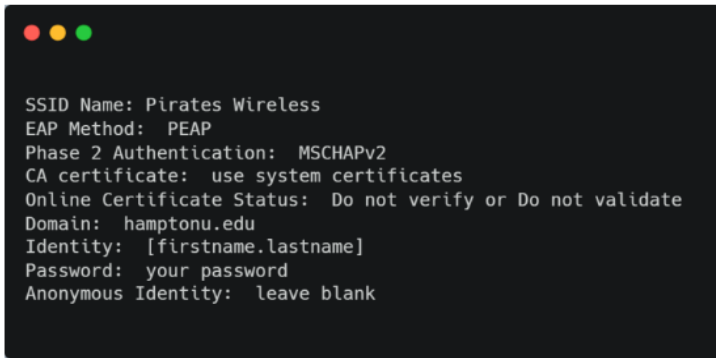


**Please Note: This is a one-time process. Once completed, you’ll be automatically connected the next time you enter campus.**

## Connecting to Pirates Wireless on Android



## Manually Connecting to Pirates Wireless



## Connecting to Pirates Guest

1. Enter your **Full Name and Email Address**.
2. **Agree** to the Terms of Use.
3. Click on **Register**.
4. You will receive 8 hours of Wi-Fi Access before required to login again.
5. Click on **Login** and you will be connected.



## IT Security Services

IT Security Services safeguards Hampton University's digital environment through proactive security training, comprehensive risk and threat analysis, and strategic vulnerability mitigation.

**Annual Cybersecurity Awareness Training is conducted during Cybersecurity Awareness Month in October.** An email notification will be sent outlining the training requirements and completion deadline.

**Incident Reporting:** See something? Say something!

- **To Report Security Incidents:** Complete the [Incident Reporting Form](#)
- **To Report Suspicious Emails:** Forward to [DoITSecurity@hamptonu.edu](mailto:DoITSecurity@hamptonu.edu) and delete email message after reporting



**The University will NEVER ask for:**

- Username & Password
- MFA Codes
- Any other account information via email

**How to Spot Suspicious Emails:**

- Check the sender's email address or domain (i.e. @gmail.com, @yahoo.com, \*@my.hamptonu.edu).  
\*IT will never contact you using a student email address.
- Watch for "urgent" or "act now" language.
- Hover over links before clicking.
- Never share passwords by email.
- When in doubt, don't click—Report It!

## Safe Computing Practices



- **Steer clear of suspicious websites.**
- **Be cautious with free software and file-sharing tools.** While many free and open-source programs are useful and legitimate, others may be unsafe or malicious. Always research before downloading.
- **Adjust your browser's security settings.** Set them to at least medium or high for added protection.
- **Go directly to trusted websites.** Instead of clicking links in emails or instant messages, type the company's web address directly into your browser.
- **Avoid interacting with pop-ups.** Do not click on them—even to close them. Instead, use your system tray to safely close pop-ups by right-clicking.