

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

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, HUNet, myCampus Portal, Email, Network Device Registration, Blackboard, Infobase, and Library Resources.**

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>
- **In Person:** 5th Floor of the William R. & Norma B. Harvey Library

InfoTech

Your **InfoTech** account will allow you to login to campus computers and access systems on campus such as:

- ✓ HUNet
- ✓ myCampus Portal
- ✓ Blackboard
- ✓ Campus WiFi
- ✓ Infobase

How to Login to InfoTech

InfoTech default login information:

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

Password: first name initial + last name initial + 8 digit HU ID# + !! (*i.e. js00123456!!*)

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. If you change your INFOTECH Password, you are also changing the password for **Infotech, myCampus Portal, Email, WiFi, and Infobase**.

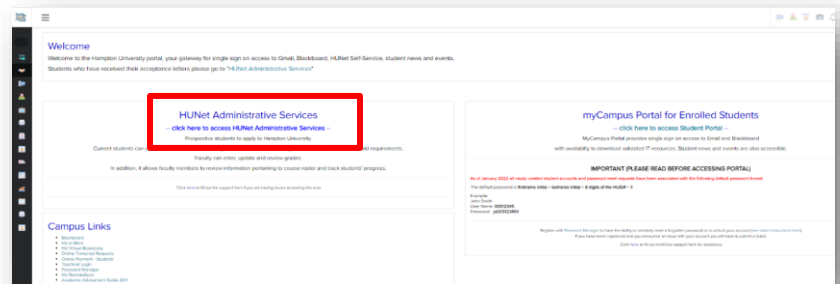
HUNet

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.

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>
2. Click on HUNet Administrative Services



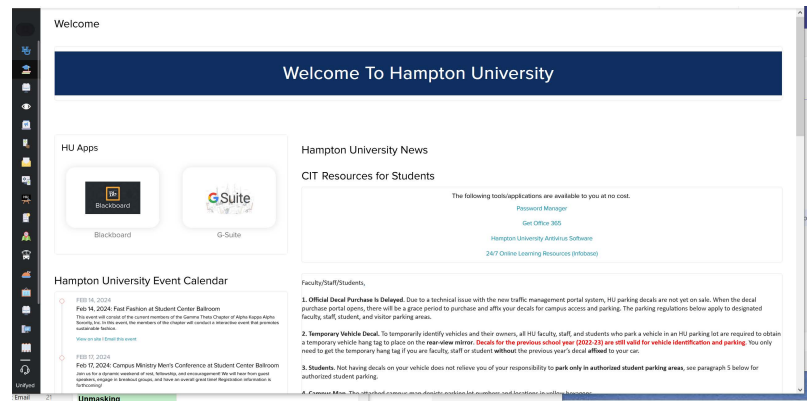
3. Click on Enter Secure Area
Type in your User ID and Password
User ID = 8 digit HU ID#
PIN = 6 digit PIN# provided by registrar's office

User ID:	<input type="text"/>
PIN:	<input type="text"/>
<input type="button" value="Login"/>	<input <="" td="" type="button" value="Forgot PIN?"/>

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).

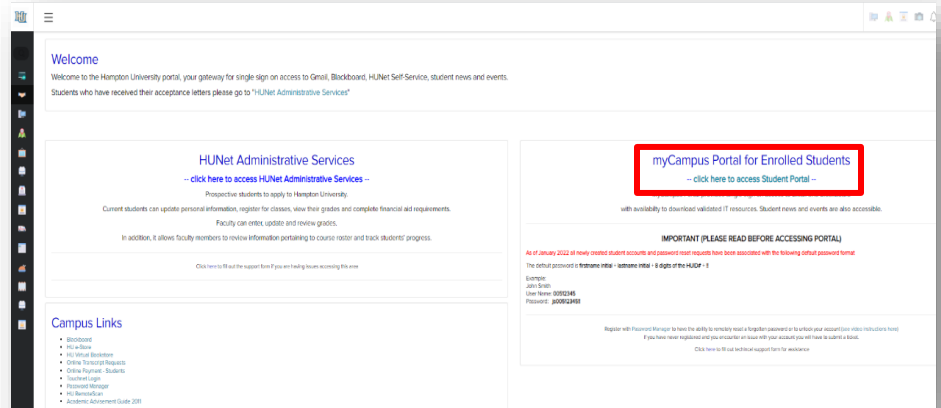
myCampus Portal

The **myCampus Portal** system provides single on access to **Email, Blackboard, HUNet Administrative Services** and more. University announcements and campus events can also found here.



The myCampus Portal link is located on the **Current Students** page of the Hampton University website. You can also access it directly at <https://mycampus.hamptonu.edu>.

Next, select the **myCampus Portal for Enrolled Students** link.

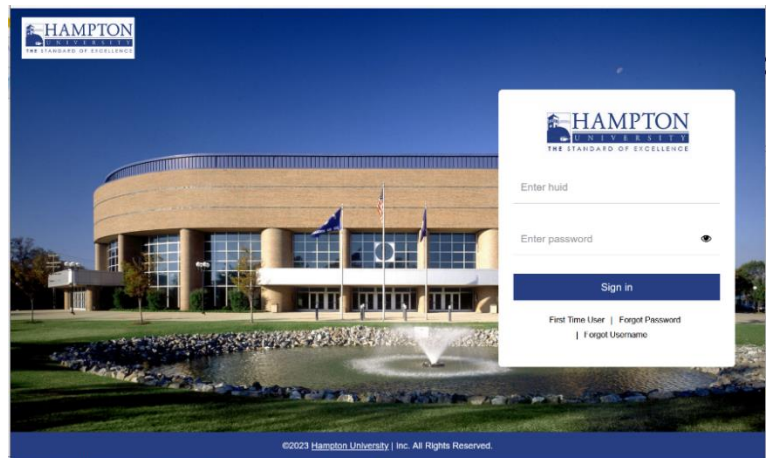


How to log into the myCampus Portal

The login information for the **myCampus Portal** is:

Username: 8-digit HU ID#

Password: Same as your INFOTECH Password

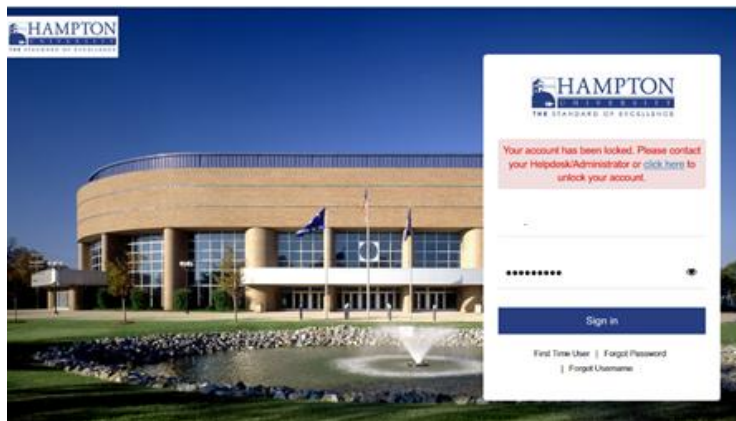


Locked Out of myCampus Portal?

Locked out of your account due to 3 OR MORE failed attempts! Need help? Hampton University students must complete the **Multifactor Authentication (MFA)** system. Answer 3 or more setup security questions, add a mobile phone or connect a personal email in order to **manage and reset INFOTECH passwords**, in the event of password expiration or account lockout.

To unlock your account:

1. Click on the **click here** link
2. Type in your **HU ID**
3. Unlock your account using two of the three multifactor (MFA) options to aid in the recovery. If correctly answered, select **unlock account** to complete the process.



Email Account

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.

Email Address:

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

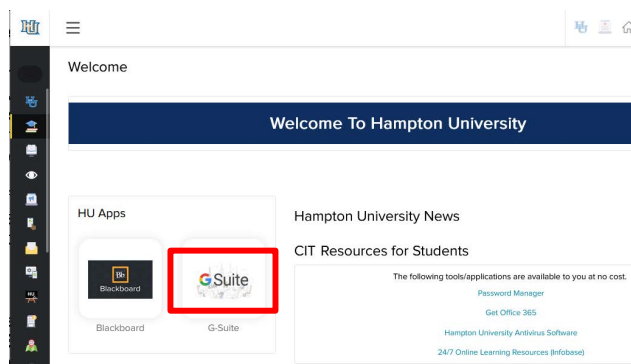
Exception: *If you have the same first and last name as another Hampton University student, there may be a number included in your email address.*

Note

After you log into your Gmail account, you can view your complete email address in the upper left hand corner of the screen.

How to Login to your Email Account

- Log into the **myCampus Portal**
- Click on the **Gmail** icon



Blackboard & Access to Courses



Blackboard

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 gain access to Blackboard until they are officially registered in HUNet.

How to log into your Blackboard Account

Enrolled students can access Blackboard via the myCampus Portal

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>

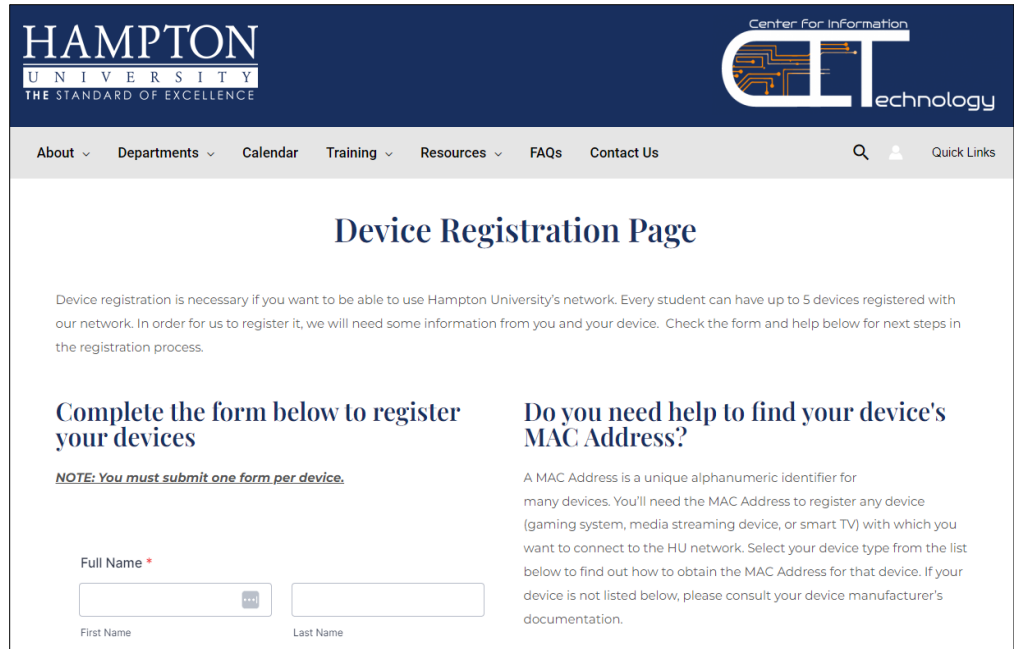
Blackboard Training

- **On-Demand Training** (In-Person & Remote): <https://home.hamptonu.edu/cit/calendar/>
- **Online Videos/Tutorials:** <https://home.hamptonu.edu/cit/blackboard/>
- Training from the Education Services Team can be requested via email at bbsupport@hamptonu.edu

Network Device Registration

Device registration is required in order to access Hampton University's network. Every student can register up to 5 devices on the HU network.

You must provide the required information on the **Device Registration Form** to complete the device registration process.



The screenshot shows the 'Device Registration Page' on the Hampton University CIT website. The page header includes the Hampton University logo and the CIT technology logo. A navigation bar contains links for About, Departments, Calendar, Training, Resources, FAQs, and Contact Us. The main content area explains that device registration is necessary for network access and provides instructions for completing the form. It includes a note that users must submit one form per device and a section for finding the device's MAC Address. The registration form itself has fields for 'Full Name' (split into First Name and Last Name) and a 'Search' button.

HAMPTON UNIVERSITY
THE STANDARD OF EXCELLENCE

Center for Information
CIT technology

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Q User Quick Links

Device Registration Page

Device registration is necessary if you want to be able to use Hampton University's network. Every student can have up to 5 devices registered with our network. In order for us to register it, we will need some information from you and your device. Check the form and help below for next steps in the registration process.

Complete the form below to register your devices

NOTE: You must submit one form per device.

Full Name *

First Name Last Name

Do you need help to find your device's MAC Address?

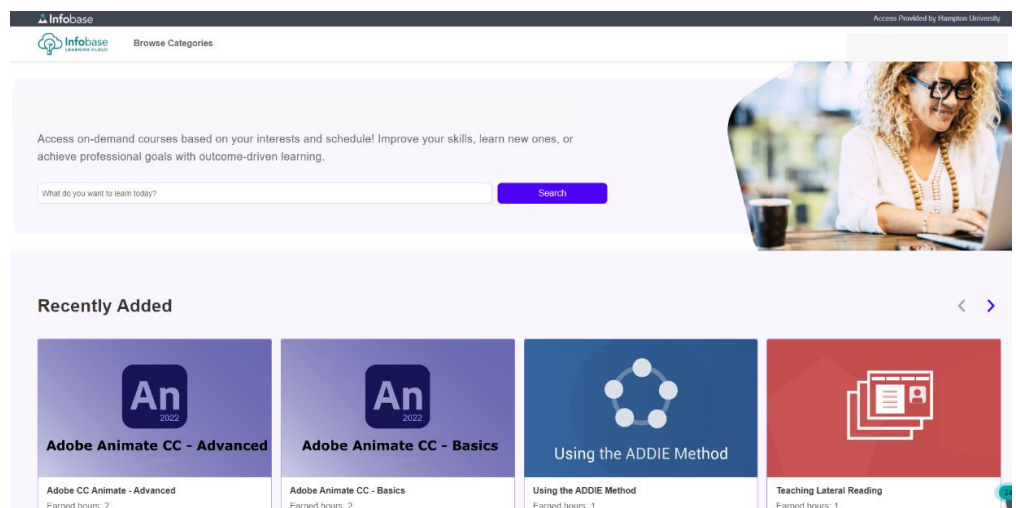
A MAC Address is a unique alphanumeric identifier for many devices. You'll need the MAC Address to register any device (gaming system, media streaming device, or smart TV) with which you want to connect to the HU network. Select your device type from the list below to find out how to obtain the MAC Address for that device. If your device is not listed below, please consult your device manufacturer's documentation.

The Device Registration Form can be found on the CIT website at <https://home.hamptonu.edu/cit/device-registration-form/>

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 **Blackboard** on the Institution Page.

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

Center for Information Technology (CIT)

Visible to users ▼ | Audience: [Everyone](#)



Center for Information Technology

Appropriate Use of Technology Policy

Office 365

myCampus Portal

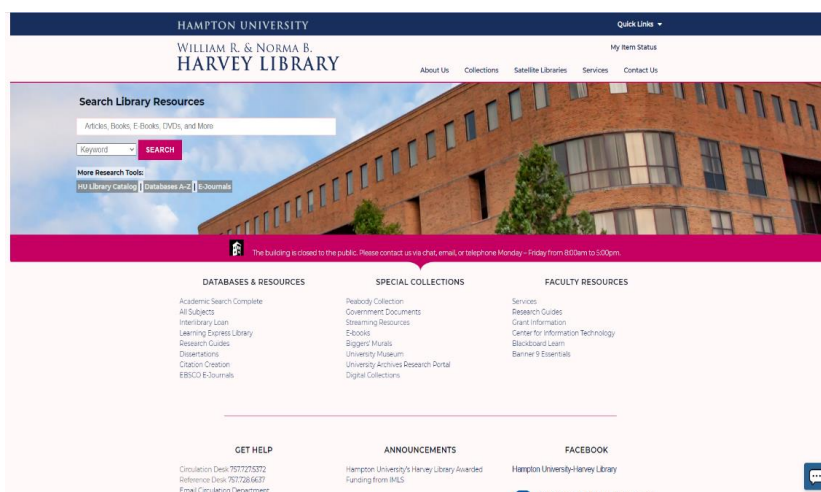
Infobase

Hampton University Library Resources

The William R. and Norma B. Harvey Library supports the University's mission to promote learning and excellence in teaching by providing access to a wide array of information resources, services and facilities.

Students have 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 Library Resources

Library Resources Website: <https://home.hamptonu.edu/library>

To access library databases, you must utilize your Microsoft 365 account.

