

COMPUTER USER GUIDE

PIRATE PORT | DUO | PASSWORD MANAGER | SELF-SERVICE |
EMAIL | BLACKBOARD | LIBRARY DATABASES

This computer guide includes information available at the time of publication; however, information and policies evolve over time. Therefore, Whitworth reserves the right to change its guidelines without prior notice. All changes are effective at such times as the proper university authorities determine; they may apply not only to prospective students but also to those who already are enrolled in the university. All changes are documented in the office initiating the change. It's your responsibility to read all of the guidelines found within this book.

Revised July 2021

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Computer User's Responsibility Policy

The purpose of this agreement is to outline user responsibilities in the legal and ethical use of Whitworth's computers in order to maintain confidentiality of data, files, computers and networks as well as to protect the proprietary rights of third parties and of the university.

All users have the responsibility to do the following things:

- Check their Whitworth email accounts regularly for messages from the university.
- Participate in assuring legal and ethical use of university computers and user accounts.
- Install and use the university-provided antivirus software program (the university help desk can recommend free versions available for use) on personal computers connected to the university network.
- Abide by the Whitworth computer policy approved by the president's cabinet. Copies are available in computing services, in the student life office and on the Whitworth website.

Computing and related technology is provided by the university for legitimate applications directly related to a student's academic and/or professional work, to allow students, faculty and staff to conduct academic research or university-related business, and for communication related to classes and class assignments. Inappropriate uses of this technology include behaviors that:

- impede its intended purpose;
- intentionally block or overload the system or prevent its use by others;
- are solely or mainly for commercial gain;
- are threatening or harassing in nature;
- are destructive or disruptive of educational or community life.

Whitworth's policy regarding appropriate use of technology prohibits the downloading or viewing of pornographic material other than for legitimate academic purposes. The university operates a filter on the campus network in order to restrict Internet access to pornographic material. The filter applies to all faculty, staff and student computer users on campus. (Exceptions can be found in the full Internet-filter policy on the university website.) Public terminals in the library (including computer labs) are unfiltered in the interest of assuring full access on campus for legitimate purposes. These terminals remain subject to the appropriate-use policy. Finally, all enrolled students' names are on the campus server; they cannot be removed to keep students from receiving email messages.

Student Computer-Based Tasks and Resources

There are several computer-based resources you will need to use as a Whitworth student: Pirate Port, DUO Security, Password Manager, Self-Service, Email, and Blackboard.

Summary of computer-based resources:

1. **Pirate Port:** Pirate Port is a web portal containing information and resources for the Whitworth community. By logging into Pirate Port, students can access a customized Pirate Port site tailored to them with specific links, resources, and more. Students can use the portal to access other campus systems (such as Office 365 Email account, Blackboard, and Self-Service) and various other student resources.
2. **DUO Security:** Duo Security is a two-factor authentication service that allows you to securely log into your Whitworth applications while off-campus.
3. **Password Manager:** Whitworth's password manager allows you to easily and regularly change your password.
4. **Self-Service:** Self-Service is used to view course schedules, final course grades, program evaluations, and unofficial transcripts. Financial aid and student account information is also easily accessible here.
5. **Office 365 Email:** All students have a Microsoft Office 365 account through their Whitworth email address, given at admission. Students are expected to check their Whitworth Office 365 email account regularly, as it is the official source of university communication.
6. **Blackboard:** Blackboard is a learning-management system, used as a means to share and disseminate information related to a specific course.

***Use the Whitworth wireless connection when on campus.**

Wireless connection is available at the main Whitworth campus and the U-District location. Choose the WhitStudent wireless network and use your Whitworth username and password to join.

If you have trouble accessing the wireless connection, please contact the Help Desk at 509.777.3911 or helpdesk@whitworth.edu.

Accessing Student Computer-Based Resources

1. Pirate Port

Pirate Port is Whitworth's information portal that allows you to access all campus systems, campus announcements and events, and your important student information such as your class schedule, financial aid offer letter and billing information at any time from any computer with internet access.

**We recommend logging in as soon as you arrive at the Pirate Port site, as it will tailor the page to you and will act as your single sign-on to other campus systems located within Pirate Port.

Using Pirate Port:

1. Go to www.whitworth.edu
2. Click on Pirate Port in the menu at the top of the screen.



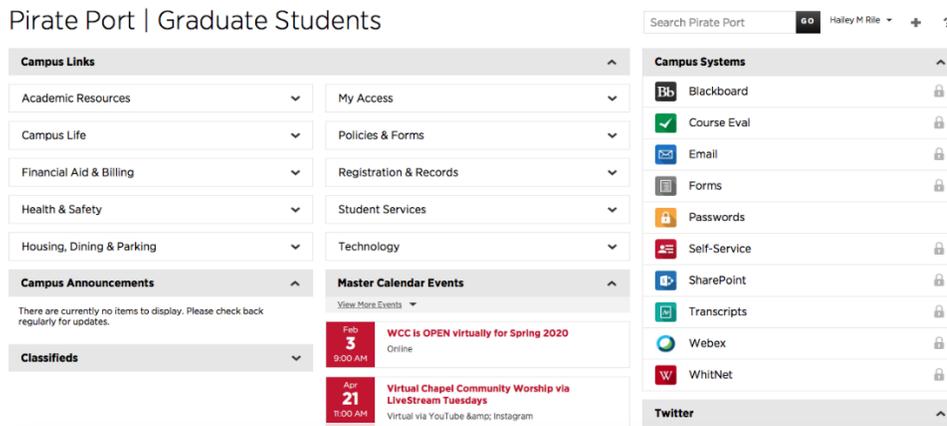
3. Click on the "Log In" Button.



4. Enter your Whitworth username and password, then click "Logon."

A screenshot of the Whitworth University 'Secure Logon' form. The form is titled 'Secure Logon for Whitworth Applications' and includes fields for 'Username' and 'Password', along with a 'Logon' button. The Whitworth University logo is at the top.

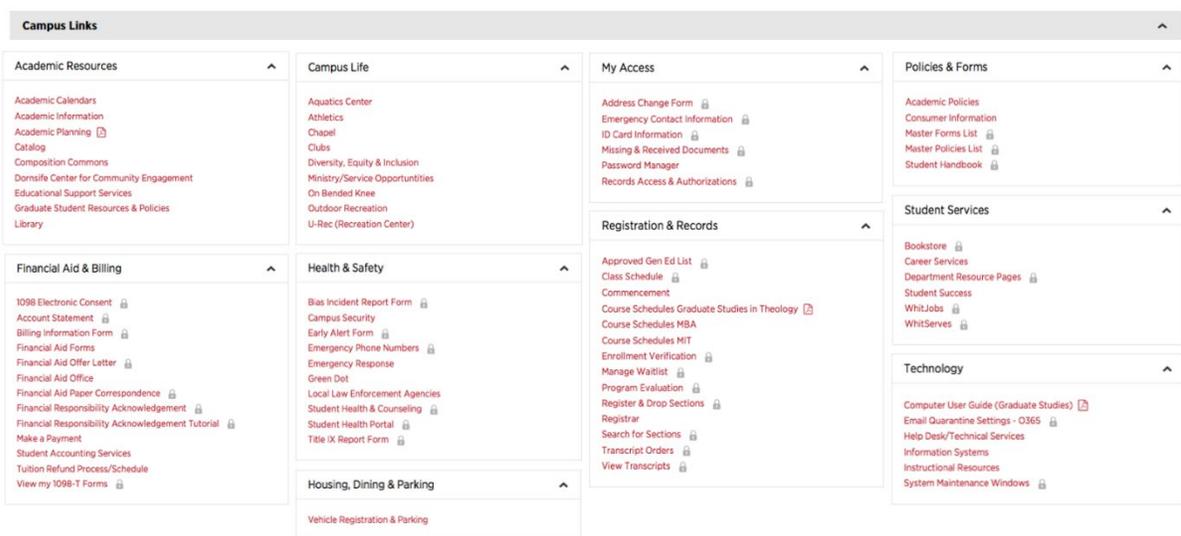
5. Your Pirate Port site should look similar to the screenshot below:



6. Below is an overview of the Campus Systems section:

Campus Systems	
Blackboard	Blackboard is a learning management system for syllabi, assignments, discussion boards, and grades.
Course Eval	Course Evaluation is used at the end of each course to provide helpful feedback to instructors.
Email	Click here to go directly to your Whitworth Email Account.
Forms	Click here to go to a list of university forms .
Passwords	Click here to reset your password .
Self-Service	Self-Service is used to view your class schedule, final grades, program evaluation, and updated financial aid and student account
SharePoint	SharePoint is used by student workers in the university.
Transcripts	Click here to order official copies of your Whitworth transcript .

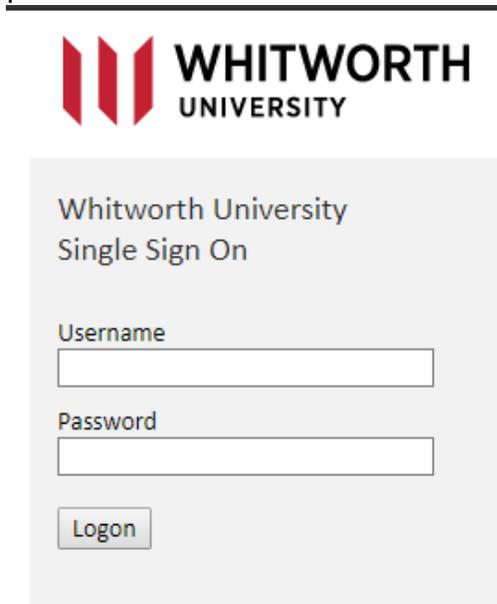
7. The Campus Links section gives students a central location to access information and instructions. Some of the links will take you to the applications listed in Campus Systems.



2. DUO Security

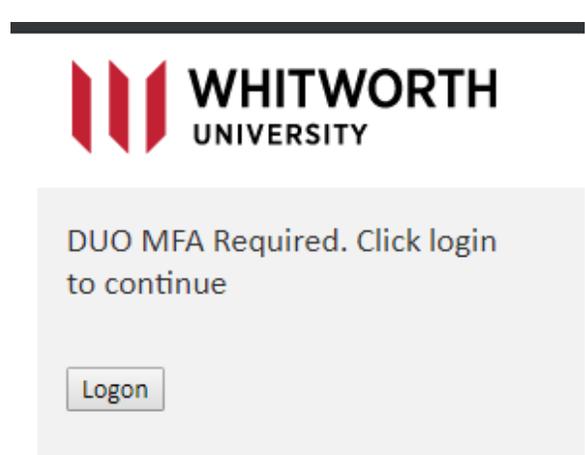
The first time you log into your Whitworth computer systems off campus, you are required to authenticate with DUO. You will be presented with the following screens (this is the mobile version, the computer one is nearly identical):

1) Enter in your network username and password.



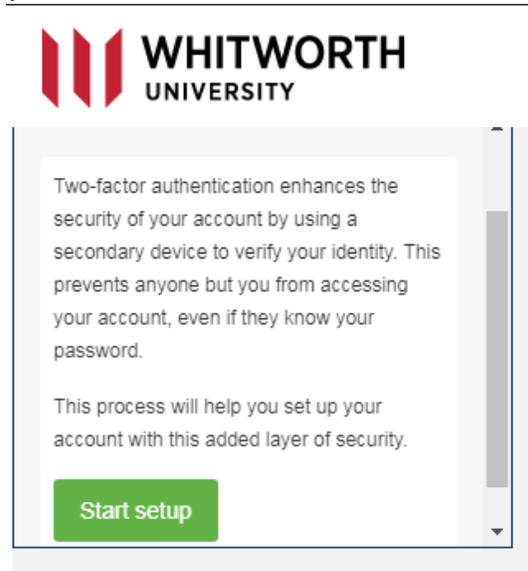
The screenshot shows the Whitworth University Single Sign On login page. At the top is the Whitworth University logo. Below it, the text reads "Whitworth University Single Sign On". There are two input fields: "Username" and "Password". Below the password field is a "Logon" button.

2) Click the "Logon" button.



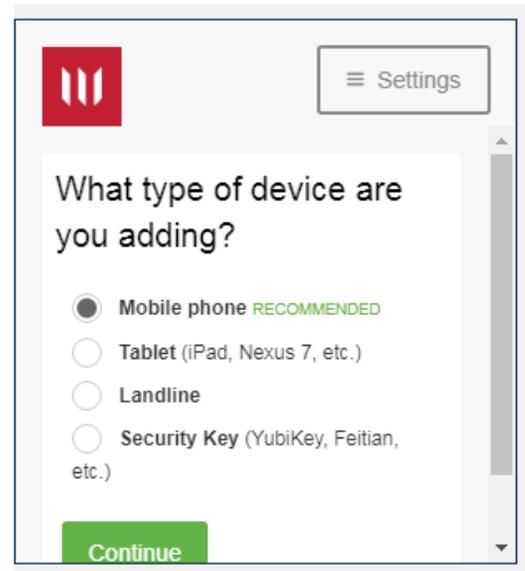
The screenshot shows the Whitworth University DUO MFA Required screen. At the top is the Whitworth University logo. Below it, the text reads "DUO MFA Required. Click login to continue". There is a "Logon" button.

3) Click "Start Setup" to begin enrolling your device.



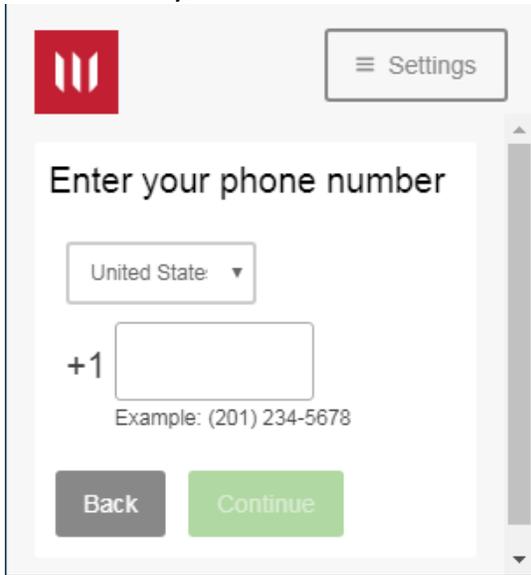
The screenshot shows the Whitworth University Two-factor authentication explanation screen. At the top is the Whitworth University logo. Below it, the text reads "Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password." Below this text is another paragraph: "This process will help you set up your account with this added layer of security." At the bottom is a green "Start setup" button.

4) Select your preferred option – Mobile Phone is recommended.



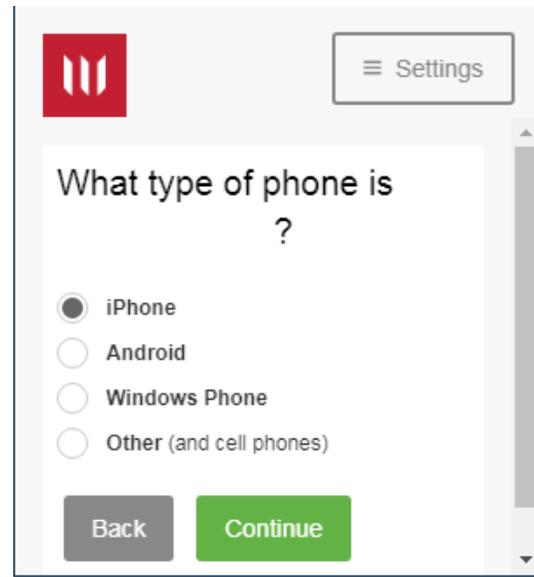
The screenshot shows the Whitworth University Device selection screen. At the top is the Whitworth University logo and a "Settings" button. Below it, the text reads "What type of device are you adding?". There are four radio button options: "Mobile phone RECOMMENDED", "Tablet (iPad, Nexus 7, etc.)", "Landline", and "Security Key (YubiKey, Feitian, etc.)". At the bottom is a green "Continue" button.

5) Enter in your cell number, check the box to verify, then click Continue.



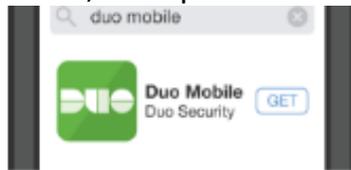
The screenshot shows the Duo Mobile app interface. At the top left is the Duo logo (three vertical bars in a red square). At the top right is a 'Settings' button with a hamburger menu icon. The main heading is 'Enter your phone number'. Below this is a dropdown menu set to 'United State'. Underneath is a text input field with a '+1' prefix and an example '(201) 234-5678'. At the bottom are two buttons: 'Back' (grey) and 'Continue' (green).

6) Verify the OS of your phone.



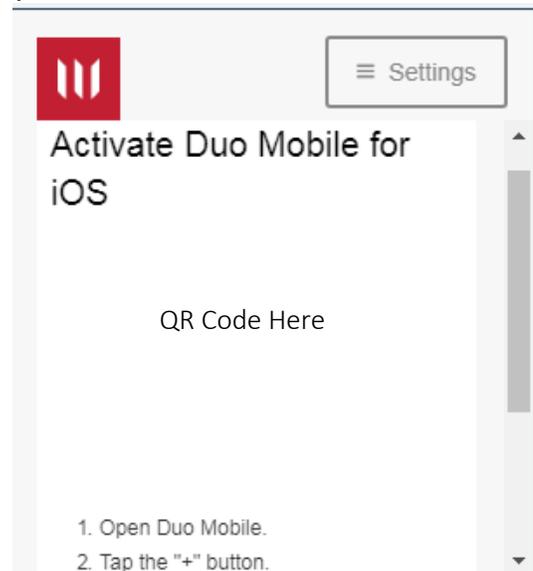
The screenshot shows the Duo Mobile app interface. At the top left is the Duo logo. At the top right is a 'Settings' button. The main heading is 'What type of phone is ?'. Below this are four radio button options: 'iPhone' (selected), 'Android', 'Windows Phone', and 'Other (and cell phones)'. At the bottom are two buttons: 'Back' (grey) and 'Continue' (green).

7) Install the DUO Mobile app on your smartphone, then proceed.



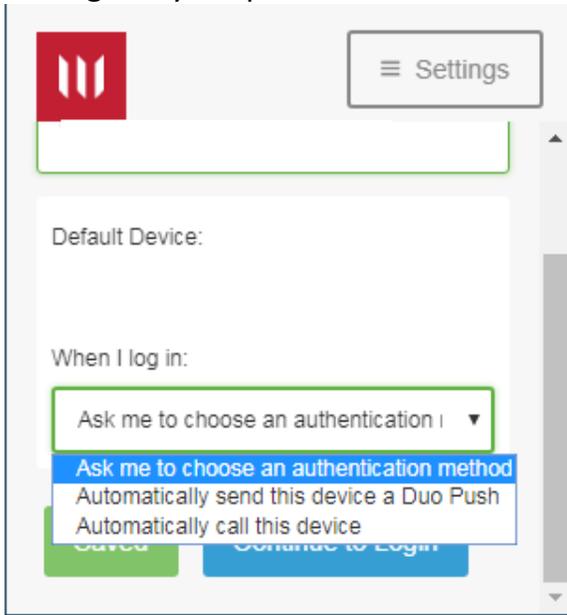
1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

8) A QR code will show up that you can scan into the app. Open the app on your phone to scan. The code should automatically be detected, scan in, then you click Continue.

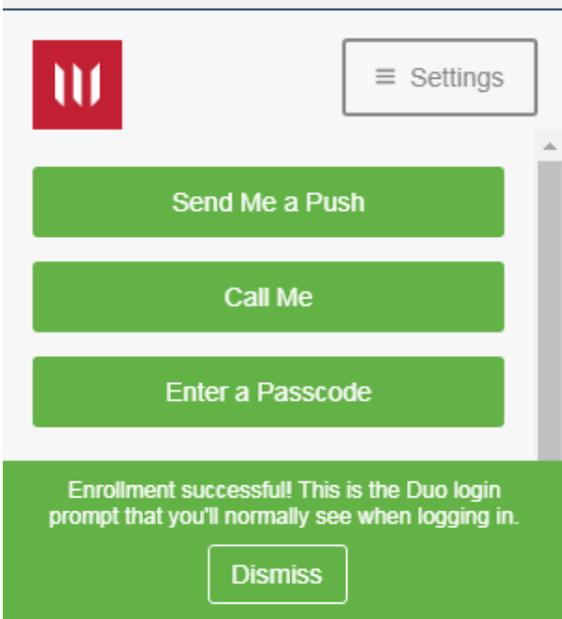


The screenshot shows the Duo Mobile app interface. At the top left is the Duo logo. At the top right is a 'Settings' button. The main heading is 'Activate Duo Mobile for iOS'. Below this is a large area labeled 'QR Code Here'. At the bottom are two numbered instructions: '1. Open Duo Mobile.' and '2. Tap the "+" button.'

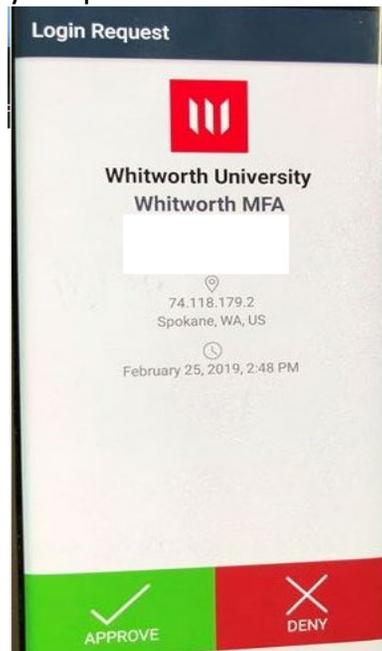
9) Finally, you can select your login settings on your paired device.



If you opt to choose an authentication method, you can select each time how to receive your 2-factor request. A Push is the easiest way and only takes the click of a button!



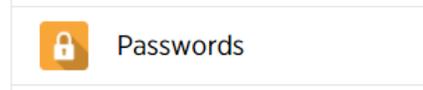
If you opt for automatic Duo Push (or select "Send Me a Push" from the options menu) you will get a pop up on your phone with the 2-factor request



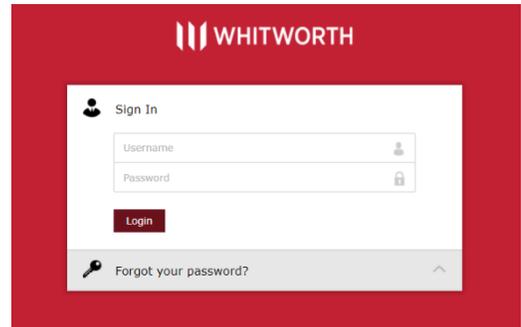
3. Password Manager

The ManageEngine ADSelfService Password Manager gives you the ability to unlock or reset your own password. You will need to enroll in this before you can use it for help getting into your account, so you should do it first thing.

1. Go to Pirate Port and click on “Passwords” in the Campus Systems menu on the right-hand side of the page.



2. On the landing page, click on the link: <https://mengine-gw.whitworth.edu:9082>. Enter your username and password.



3. A pop-up should appear, asking you to enroll. Select “Click Here”.

Welcome! This portal offers you the power of password self-service!



- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.

Enroll now to enjoy these benefits!

Click here

4. Enter your country code, followed by your area code, followed by your phone number. The United States country code is 1.

Please enroll for the forced verification methods enabled for your account.

SMS Verification

Enter the mobile number where you want to receive the verification code

15097773911

Send Code

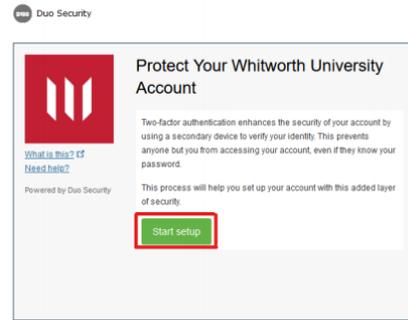
5. Type the code you received on your cell phone in the verification code box, then click “Verify Code and Continue”.

Enter the code that you received in your mobile

84687246

Verify Code and Continue

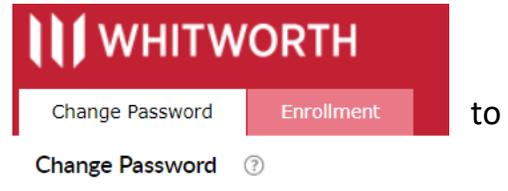
- Click “Start setup” to add your DUO Multifactor Authentication to your Password Reset account. Progress through the subsequent steps to link your DUO with your password manager.



Changing your password:

After utilizing your temporary password to gain access to the Whitworth network and enroll in the Password Manager, please change your password.

When still logged in, click the tab at the top to “Change Password” and enter in your old password update it.



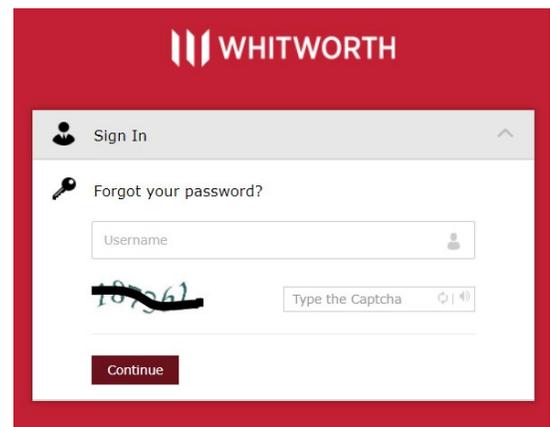
If no longer logged in,

- Go to Pirate Port and click on “Passwords” in the Campus Systems menu on the right-hand side of the page.
- Click on the “<https://mengine-gw.whitworth.edu:9082>” link then log in.
- You will be brought to the “Change Password” screen automatically.

Unlocking your account, if you forget your password:

If you forget your password, the Whitworth network will lock you out of access to the wireless network, your email, and password-protected Pirate Port links. If you have enrolled in the Password Manager, you will be able to unlock your account and reset your password easily.

- Go to Pirate Port and click on “Passwords” in the Campus Systems menu on the right-hand side of the page.
- On the landing page, click on the link: <https://mengine-gw.whitworth.edu:9082>
- Select “Forgot your password?” Then enter your username and the CAPTCHA and select “Continue” to follow the prompts.



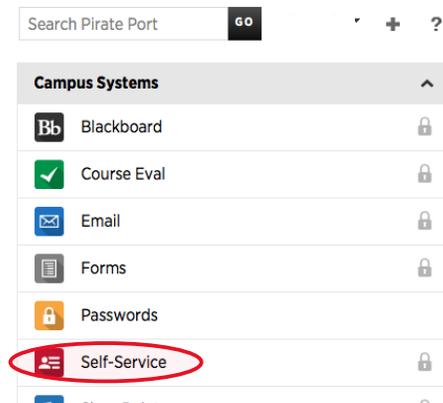
If you did not enroll in the Password Manager, call 509.777.3911 to unlock your account.

4. Self-Service

Self-Service is the university's most robust campus system. It is where you will locate your class schedule, check final grades, view your program evaluation, download unofficial transcripts, apply for graduation, view financial information, and more!

Using Self-Service:

1. In your Pirate Port, click on the Self-Service link under the Campus Systems menu.
2. Enter your username and password and then click "Login."



Accessing your Class Schedule on Self-Service:

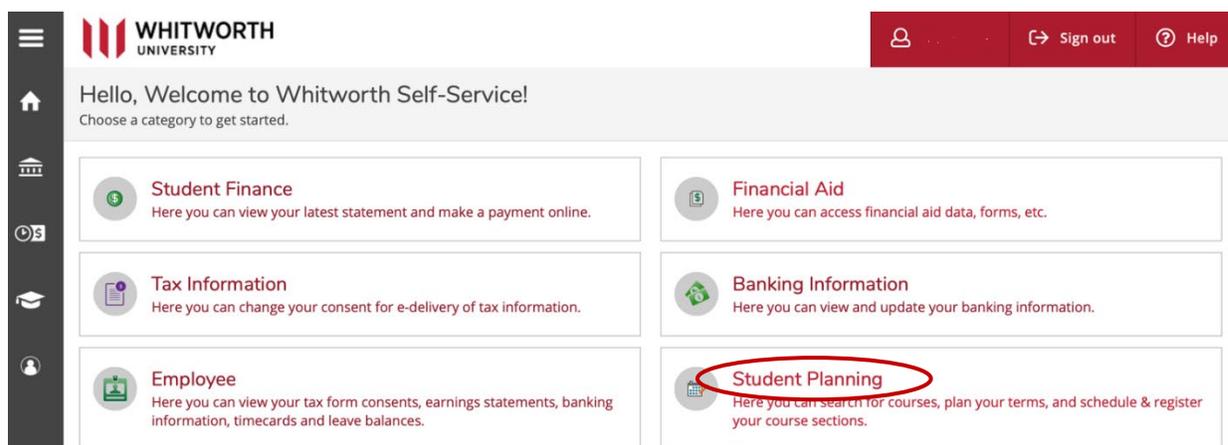
Before your first class begins, log into Self-Service to see your class schedule and logistical details of the courses. Information includes:

- The course number and title
- The number of credits
- The name of the instructor teaching the course
- Dates and times the course meets
- The class location
- The course description

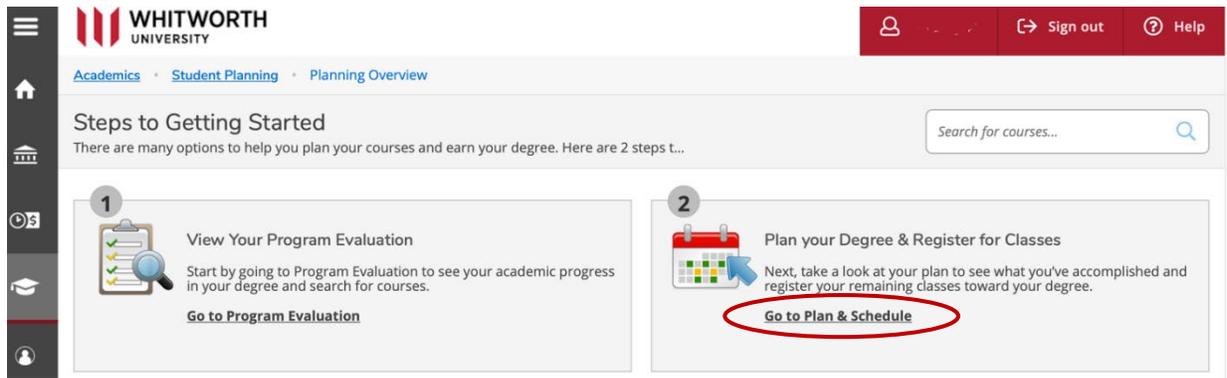
***Do not use Blackboard to look up your class schedule.** Not all instructors utilize Blackboard in the same way, so all information may not be present on that site.

To access your class schedule, log into Self-Service then follow these steps:

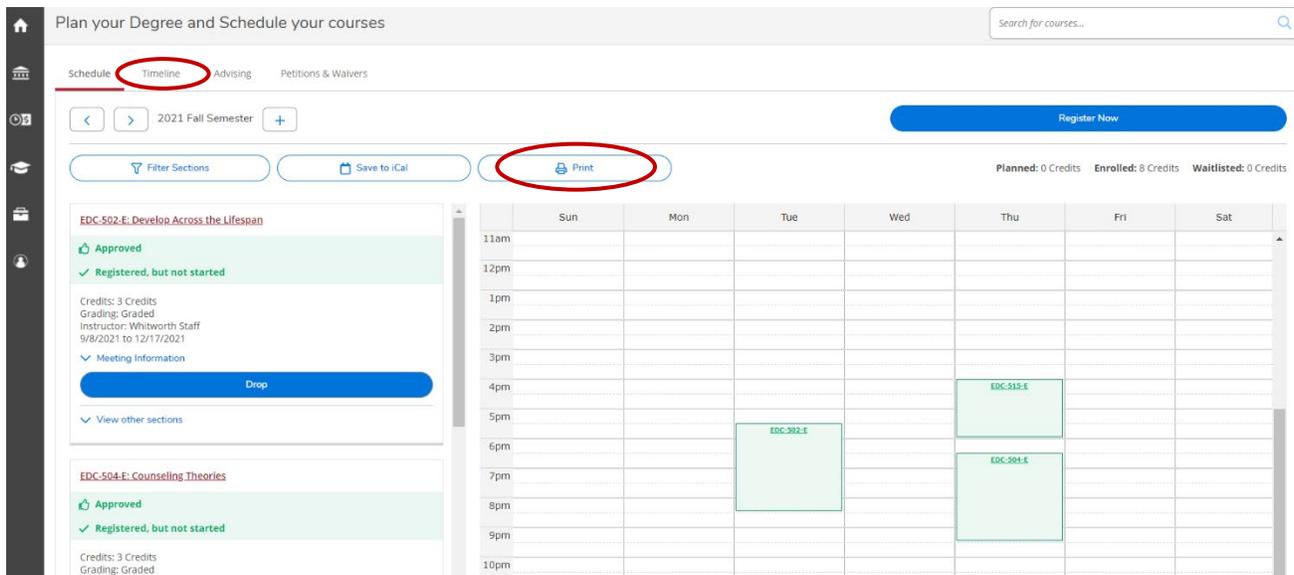
1. The landing page should look like this. Click "Student Planning."



- You will be directed to a page that gives you two options. First is “View Your Program Evaluation” which gives you an idea of how many credits and which classes you will have to complete in order to finish your degree. Second is “Plan your Degree & Register for Classes.” This is where you see your schedule. Click on “Go to Plan & Schedule” under that option.



- You will see a calendar view of your classes. Depending on the format of your program (accelerated versus traditional), you may want to use the Timeline or Print view to see your classes better. Unfortunately, the system cannot distinguish between the timeframes each course take place.



a) Print view: Click on the “Print” icon to see the courses listed with details. The courses will be listed in **alphabetical** order by course number.

2021 Fall Semester		Planned: 0 Credits Enrolled: 8 Credits Waitlisted: 0 Credits		
Schedule Details				
Status	Course Title	Time	Location	Instructor
Registered, but not started	EDC-502-E: Develop Across the Lifespan	T 5:30 PM - 8:30 PM 9/8/2021 - 12/17/2021	Dixon Hall, 103	Whitworth Staff
Registered, but not started	EDC-504-E: Counseling Theories	Th 6:30 PM - 9:30 PM 9/8/2021 - 12/17/2021	Dixon Hall, 206	Crump, D
Registered, but not started	EDC-515-E: Orientation to Schools	Th 4:00 PM - 6:00 PM 9/8/2021 - 12/17/2021	Dixon Hall, 108	Whitworth Staff

b) Timeline view: Click on the “Timeline” tab to see the courses you are registered for each semester in alphabetical order by course number.

Plan your Degree and Schedule your courses Search for courses...

Schedule **Timeline** Advising Petitions & Waivers

[Add a Term](#) [Remove Planned Courses](#)

2021 Summer Semester

EDC-501-E: Orientation to Prof Counseling ✓
Credits: 3 Credits

3 Enrolled Credits

2021 Fall Semester

EDC-502-E: Develop Across the Lifespan ✓
Credits: 3 Credits

EDC-504-E: Counseling Theories ✓
Credits: 3 Credits

EDC-515-E: Orientation to Schools ✓
Credits: 2 Credits

8 Enrolled Credits

2022 Jan Term

EDC-507: Psychoed. Assessment & Eval ✕
Credits: 2 Credits

2 Planned Credits

2022 Spring Semester

EDC-503: Soc and Cultr'l Consid in Couns ✕
Credits: 3 Credits

EDC-511: The Counseling Process ✕
Credits: 3 Credits

EDC-535A: Intro to Substan Use Disorder ✕
Credits: 2 Credits

8 Planned Credits

Click on each individual course and the section details will appear.

Section Details

EDC-504-E Counseling Theories
2021 Fall Semester

Instructors Crump, D [\(dcrump@whitworth.edu\)](mailto:dcrump@whitworth.edu)

Meeting Information Th 6:30 PM 9:30 PM
9/8/2021 - 12/17/2021
Whitworth Campus, Dixon Hall 206 (Regular Course)

Dates 9/8/2021 - 12/17/2021

Seats Available 9 of 25 Total

Credits 3 Credits

Grading Graded

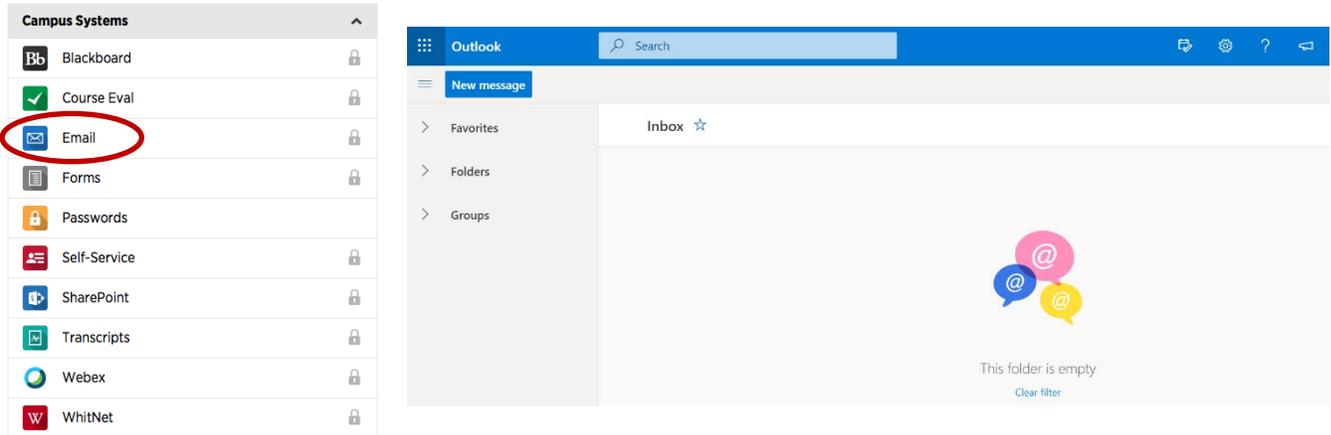
Requisites None

Course Description Introduction to ethical standards and major models of therapeutic change in the counseling profession. The basic tenets of each model including assumptions concerning personality development and functioning and therapeutic process. Techniques and procedures will be

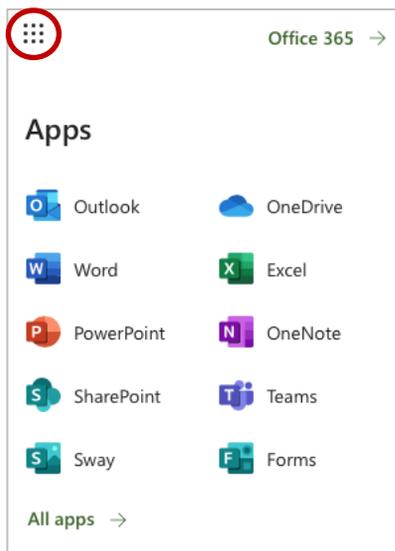
5. Email

As a Whitworth student, you receive a free lifetime Whitworth Office 365 Outlook web access account through Whitworth. Please check your email regularly, as it is the official means of communication between Whitworth and its students.

1. In your Pirate Port, click on the Email link.
2. Enter your username, password and then click Logon.
3. Your screen should look similar to the one below.



4. In addition to your email account, you can also access and download Microsoft Office programs by clicking on the icon in the top left-hand corner of the screen.

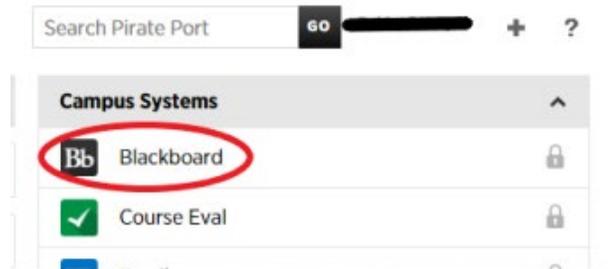


6. Blackboard (Bb)

Blackboard is the course management system that your instructors will use for individual courses. Not all faculty use Blackboard to the same extent. Courses only appear in Bb when the course is open and in session. Courses are usually open for viewing the weekend prior to the start of the class but may not open until the first day of class.

1. In your Pirate Port, click on the Blackboard link under the Campus Systems menu.

NOTE: If you disable cookies or block pop-ups, you must enable them for Blackboard.



2. Enter your username and password and then click "Logon."

Blackboard Main Page:

After login, you will be at the Whitworth Bb welcome page, which displays the Bb courses in which you are enrolled along with a standard set of Bb links.

Connecting to Bb courses:

To connect to a Bb course in which you are enrolled, simply click on the course link under the **My Courses** section of the page. Inside the course, your syllabus, course information and materials, discussion boards, chats, and related external links may be made available. Blackboard courses may utilize different functions and be set up differently by instructors, so familiarize yourself with each course's layout. You can return to the Whitworth Bb welcome page by clicking on the tab labeled "Whitworth Blackboard" near the top of any Bb page.

Navigation within Bb:

You will connect to various information pages by clicking on the web links. You can use the standard navigation tools of the browser, such as the back and forward arrows, to move around in Bb. You may also use the navigation links provided within the Bb pages.

Logging out of Bb:

You can log out of Bb at any time by clicking on the "Log Out" icon at the top right of any Bb screen. If you close your browser, you will also be logged out of the Bb system.

*If you need assistance submitting assignments, posting to discussion boards, viewing grades, etc. within Blackboard, you can find FAQs and video tutorials under the "Blackboard Help" link in the menu bar on the left-hand side of the course page.

Utilizing the Library Databases

1. Start your research on the library website: <https://libguides.whitworth.edu/main>.

The screenshot shows the Whitworth University Library website. At the top left, the breadcrumb trail reads "Whitworth University / Academics / Library". A search bar is prominently displayed with a magnifying glass icon and the word "SEARCH" in red. A dropdown menu is open, showing "In any field" and "Enter search terms". Below the search bar, there is a text input field containing "Whitworth" and a "SEARCH" button. To the right of the search bar, there are links for "Advanced Search", "Browse Search", and "Course Reserves".

On the right side of the page, there is a contact section with an email icon and "reference@whitworth.edu", a person icon and "Email a subject librarian", a calendar icon and "Make a research appointment", and a speech bubble icon and "Chat is offline". Below this is a blue button labeled "MY LIBRARY ACCOUNT".

The main content area is divided into four columns: "Research", "Services", "Collections", and "News".

- Research:** Includes links for "Research Guides", "Journals by Title", "A-Z Databases", "Citation Help", "WorldCat", and "How do I...".
- Services:** Includes links for "Borrow, Renew, Request", "Off-Campus Access", "Print, Scan, Copy", "Instruction", and "Information for..." (with sub-links for "Faculty & Staff", "Students", and "Guest Users").
- Collections:** Includes links for "University Archives and Special Collections", "Digital Commons", "Streaming Media", and "Newspapers".
- News:** Features a headline "How might coronavirus impact consumer behavior?" and a sub-headline "Resources for Remote Teaching".

At the bottom left, there is an "About the Library" section with a paragraph describing the library's mission.

Numbered callouts are placed on the page: 1 points to the search bar, 2 points to the "Research Guides" link, 3 points to the "Borrow, Renew, Request" link, and 4 points to the "How do I..." link.

① Books, eBooks, and articles

Use the search box on the library's main page. Use the drop-down menus to search by keyword, title, or author or to search for only books or only articles.

② Primary sources, reference books, and article databases

Use the Research Guides to find resources by subject: primary sources, encyclopedias, and subject article databases.

③ Interlibrary Loan

Can't find your book or article in our library? Under Borrow, Renew, Request, find a form to request an article from another library.

④ Need Help?

"How do I..." has instructions and information on library research. Or get help from a Librarian: call, email, or visit the library.

2. Login using your Whitworth username and password (NOTE: this is the same login you use to access your email or Pirate Port).

3. Off campus, when you access eBooks or a database that has a next to  it, you will see this EZProxy popup:

Library Home | Ask a Librarian

The Whitworth Library uses EZProxy to provide off-campus access to the Library's resources for Whitworth students, faculty, and staff.

Please enter your username:

Please enter your network password:

Warning
EZProxy does not require any configuration on your part. However, EZproxy may not always work as some Internet Service Providers (ISP) intentionally block a browser's ability to use a proxy server. If problems accessing the databases through Whitworth's proxy connection occur, please contact your local network or ISP support personnel.

4. After you enter your information, you will proceed to the database or eBook.
5. You should only have to enter your information one time per session. If you turn off your computer or it is inactive for a while, you'll need to log in again. Occasionally, when users return to a database after being inactive, EZProxy will not allow them to log in. If this happens, try these solutions:
- Use a different browser than you used on your previous session
 - Clear the cache of your browser

If, after trying these solutions, you are still unable to access the databases or eBooks, contact the Help Desk at 509.777.3911 or helpdesk@whitworth.edu.

