COMPUTER USER GUIDE

DUO | PIRATE PORT | SELF-SERVICE | EMAIL | BLACKBOARD

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 August 2023

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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 university-provided antivirus software (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.

http://www.whitworth.edu/Administration/InformationSystems/Policies_Standards/ComputerPolicy.htm

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, Continuing Studies students have their Pirate Port site tailored to them with specific links, resources, and more. Students can use the portal to access their other computer systems (such as Office 365 Email account, Blackboard, and Self-Service) and various other student resources, and view important notifications, deadlines, and financial aid and student account information.
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:** The ManageEngine ADSelfService Password Manager allows you to easily and regularly change your password.
4. **Self-Service:** Self-Service is used to view course schedules, final grades, program evaluations, and unofficial transcripts. Financial aid and student account information is also easily accessible here.
5. **Office 365 Email:** All students have their own Microsoft Office account through their Whitworth email address, given at registration. 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 both campuses. Choose the WhitStudent wireless network and use your Whitworth username and temporary password to connect for the first time.

If you have trouble accessing the wireless connection, please check with the office staff, ask the lab technician in the computer lab, or contact the IT 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 always recommend logging in as soon as you get into Pirate Port, as it will tailor the page to your specific student needs and often log you automatically into your other campus systems.
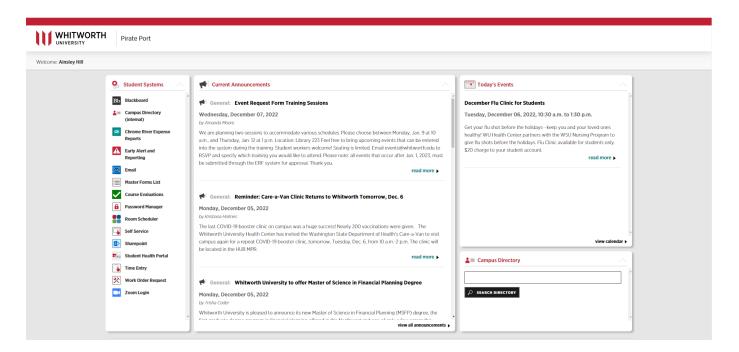
   Using Pirate Port:

   1. Go to www.whitworth.edu

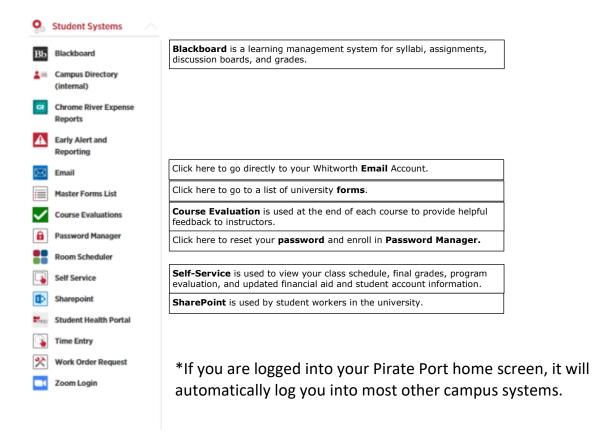   2. Click on Pirate Port in the menu at the top of the screen.

   3. Enter your Whitworth login username and password, then click Logon*

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

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

Blackboard is a learning management system for syllabi, assignments, discussion boards, and grades.

Click here to go directly to your Whitworth **Email** Account.

Click here to go to a list of university **forms**.

Course Evaluation is used at the end of each course to provide helpful feedback to instructors.

Click here to reset your **password** and enroll in **Password Manager.**

Self-Service is used to view your class schedule, final grades, program evaluation, and updated financial aid and student account information.

SharePoint is used by student workers in the university.

*If you are logged into your Pirate Port home screen, it will automatically log you into most other campus systems.
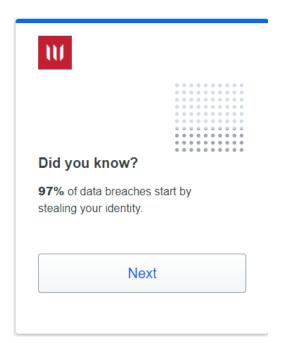
2. **DUO Security**

When you log into a website that is a part of our SSO(Pirate Port, O365, Blackboard….) You will see our standard login where you enter your network credentials

WHITWORTH UNIVERSITY

Whitworth University
Single Sign On

Username
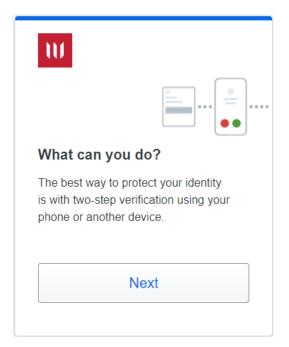username

Password
••••••••••••

Logon

You will then be directed to enroll in DUO for the first time and will need your cell phone with you. You will not be prompted for this until your start date!
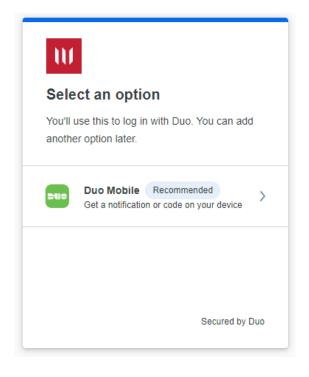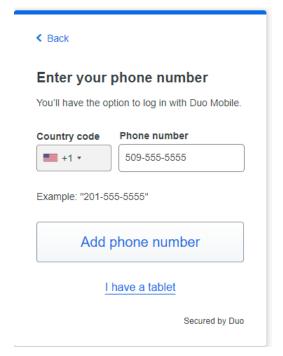
Welcome to
Duo Security

Let's set up an account to protect your identity.

Next

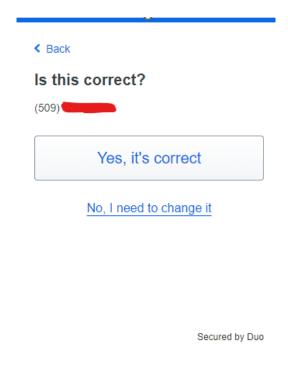The following screens will popup for general awareness of why we are using DUO. Please read them and click next
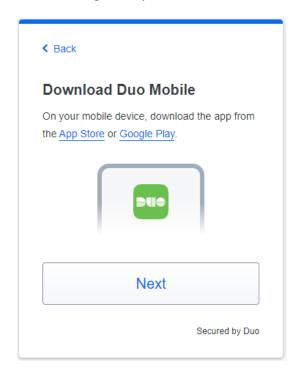

Did you know?

97% of data breaches start by stealing your identity.

Next

What can you do?

The best way to protect your identity is with two-step verification using your phone or another device.

Next

Then the enrollment process will start. Please click the DUO Mobile and enter your phone number

Select an option

You'll use this to log in with Duo. You can add another option later.

Duo Mobile Recommended
Get a notification or code on your device

>

Secured by Duo

< Back

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code   Phone number

🇺🇸 +1 ▾   509-555-5555

Example: "201-555-5555"

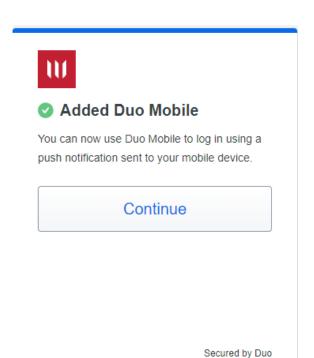Add phone number

I have a tablet

Secured by Duo

You will be prompted to verify the number you entered and then asked to download the Duo Mobile app to your cell phone via the App Store or Google Play
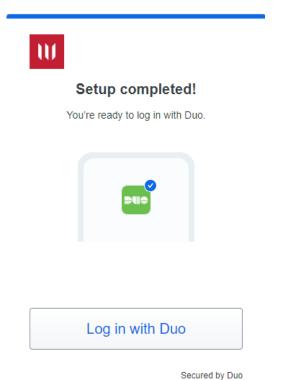

Once you have the app installed on your phone, click next. You will get a QR code to use for easy setup. Open the DUO Mobile app and click add, chose Use QR code and scan this QR code. It will let you know when it as been added.
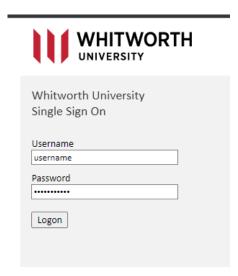
Scan this code in Duo Mobile

In the app, select **Use QR code** to scan.

Get an activation link instead

Secured by Duo

Added Duo Mobile

You can now use Duo Mobile to log in using a push notification sent to your mobile device.

Continue

Secured by Duo

You are now enrolled in DUO and can log into the Whitworth SSO

Setup completed!

You're ready to log in with Duo.

Log in with Duo

Secured by Duo

Verified DUO Push for SSO
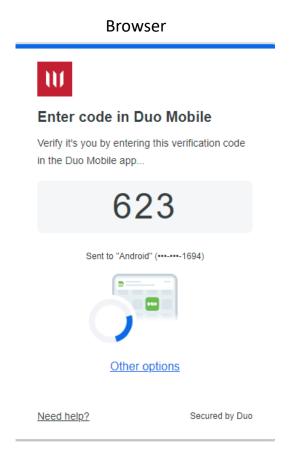
When you log into a website that is a part of our SSO(Pirate Port, O365, Blackboard....) You will see our standard login where you enter your network credentials
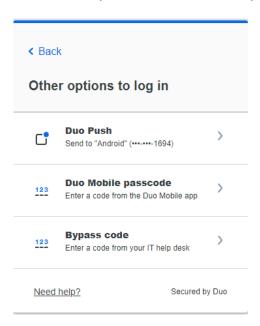

If you are already enrolled in DUO (most staff and students are) you will get the following window and a notification sent to your cell phone in your DUO app where you will need to enter the 3-digit code
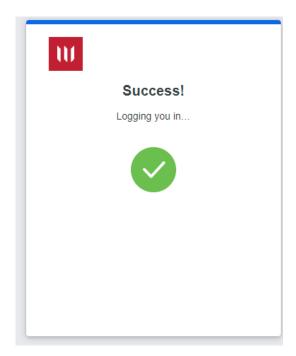
Browser	Phone

If you do not use the DUO app, you can choose more options on the browser window and select the option that works for you
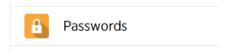

Once you have successfully entered in your code you will see the final window and then your SSO website

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.
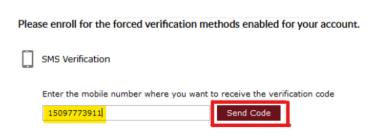

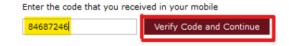3. A pop-up should appear, asking you to enroll. Select "Click Here".

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

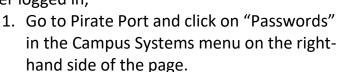6. Click "Start setup" to add your DUO Multifactor Authentication to your Password Reset account.
Progress through the subsequent steps to link your DUO with your password manager.

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.

If still logged in, click the tab at the top to "Change Password" and enter in your old password to update it.
If no longer logged in,

1. Go to Pirate Port and click on "Passwords" in the Campus Systems menu on the right-hand side of the page.
2. Click on the "https://mengine-gw.whitworth.edu:9082" link then log in.
3. 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.

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

3. Select "Forgot your password?" Then enter your username and the CAPTCHA and select "Continue"

4. 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."

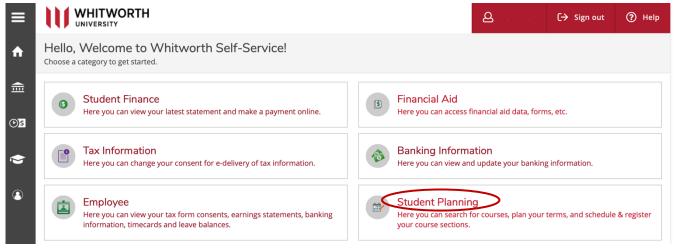***Accessing your Class Schedule on Self-Service:***

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
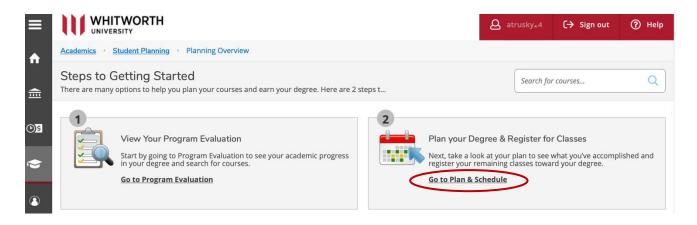- The class location
- The course description

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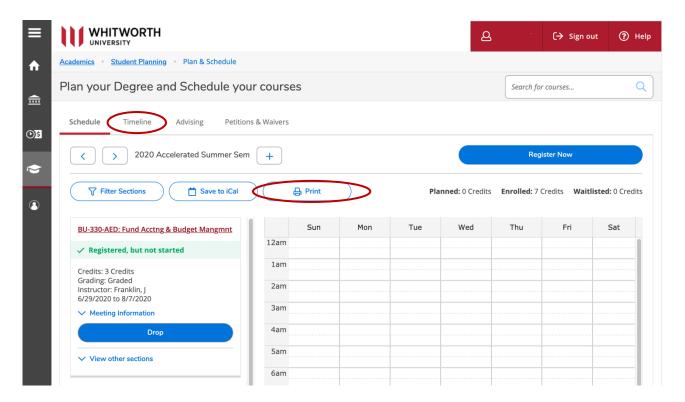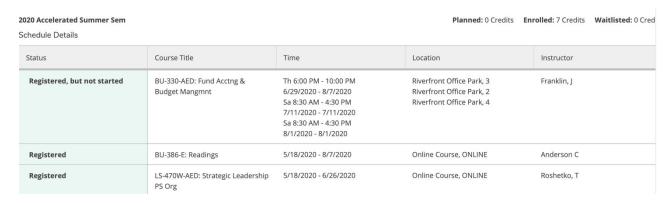1. The landing page should look like this. Click "Student Planning."

2. 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.
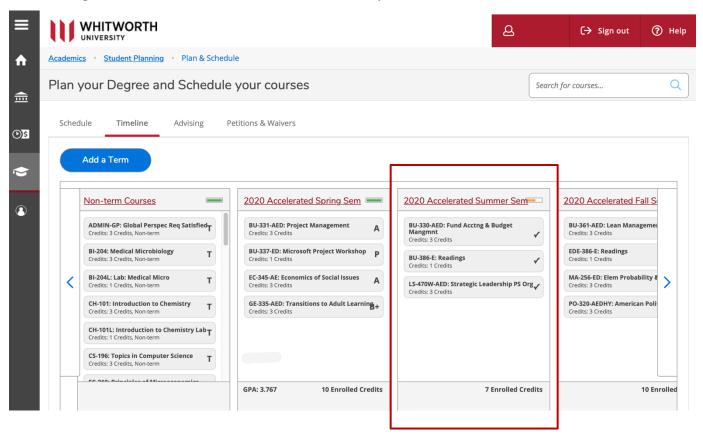

3. You will see a calendar view of your classes. Unfortunately, the system cannot distinguish between the timeframes each course take place, so click on the Print button or Timeline button for a better view of your accelerated semester schedule.

a) Print view: The courses will be listed in **alphabetical** order by course number.

2020 Accelerated Summer Sem

Planned: 0 Credits   Enrolled: 7 Credits   Waitlisted: 0 Cred

Schedule Details

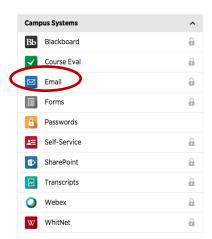| Status	Course Title	Time	Location	Instructor
Registered, but not started	BU-330-AED: Fund Acctng & Budget Mangmnt	Th 6:00 PM - 10:00 PM 6/29/2020 - 8/7/2020 Sa 8:30 AM - 4:30 PM 7/11/2020 - 7/11/2020 Sa 8:30 AM - 4:30 PM 8/1/2020 - 8/1/2020	Riverfront Office Park, 3 Riverfront Office Park, 2 Riverfront Office Park, 4	Franklin, J
Registered	BU-386-E: Readings	5/18/2020 - 8/7/2020	Online Course, ONLINE	Anderson C
Registered	LS-470W-AED: Strategic Leadership PS Org	5/18/2020 - 6/26/2020	Online Course, ONLINE	Roshetko, T

b) Timeline view: The courses will be listed in alphabetical order here as well. Click on each individual course and the section details will appear. Make sure to look at the date ranges of each course to know the order of your courses.
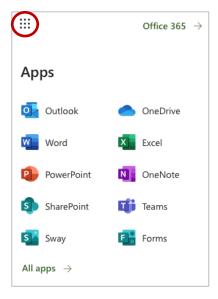
4. **Email**

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.
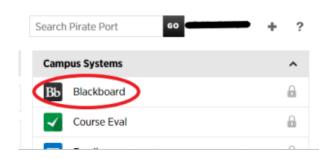
5. **Blackboard (Bb)**

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 "Login."

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.

① Books, eBooks, and articles	② Primary sources, reference books, and article databases
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.	Use the Research Guides to find resources by subject: primary sources, encyclopedias, and subject article databases.
③ Interlibrary Loan	④ Need Help?
Can't find your book or article in our library? Under Borrow, Renew, Request, find a form to request an article from another library.	"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: [ ]

Submit

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:

   o Use a different browser than you used on your previous session
   o Clear the cache of your browser

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