TROYUNIVERSITY

Introduction to Student Resources

A Student's Guide to TROY

Welcome to Troy University! We are honored that you have chosen our University and faculty to meet your academic needs. Please use this document as an introduction to the many resources offered by Troy University. In order to access most sites, students will be required to authenticate using a specific TROY username. The following sections provide instructions with actual screen shots to assist you in gaining admittance to Trojan Email, Trojan Web Express, Blackboard, and many other amazing resources.

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Find User ID

Visit the Trojan Web Express website https://trojanweb.troy.edu/WebAdvisor/WebAdvisor

1. Click the appropriate link on the Main menu page. For example, students should select *Students* and faculty should select *Faculty*.

2. Click the Link labeled What's my User ID?

3. Enter your Last Name in the Last Name field and either your Social Security number or you Student ID number and click submit.

4. You can follow this link to visit Trojan Web Express. https://trojanweb.troy.edu/WebAdvisor/WebAdvisor

5. Once you have this information you may then access your email and Trojan Web Express accounts. If there is no username listed, that's okay; it usually takes about a week for this process.

GoArmyEd Portal

GoArmyEd is the virtual gateway for soldiers serving in the Reserves or on active duty to request Tuition Assistance (TA) online, anytime for classroom and online courses.

GoArmyEd is a dynamic online portal that automates many of the paper-based processes soldiers historically conducted with their Army Education Counselor.

GoArmyEd is used by:

- Soldiers to pursue their postsecondary educational goals
- Army Education Counselors to provide educational guidance
- Schools to deliver degree and course offerings and to report soldier progress

The GoArmyEd Portal can be accessed by clicking http://www.goarmyed.com. In order to receive proper credit, tuition assistance, and other benefits ALL soldiers must register via the GoArmyEd Portal.

How To Register via the GoArmyEd Portal?

Please remember if you do not submit your registration via the GoArmyEd portal TA will not pay for the course.

Login to the GoArmyEd portal (GoArmyEd.com)
Go to "My Virtual Education Center"
Click on "Enroll or Drop/Withdraw from a Course"
Click on "Request TA & Enroll in a course
Update your Account information Click "Account Information Verified"
Click "OK"
Select a term
Click "Class Search"
Click "Search"
Enter "Troy" in the College field
Enter Subject Code (ACT, CJ, MGT etc) or click on Search Subject
Enter Class type
Click Search
Then click on the check mark

TROY 1101: All undergraduate students are strongly urged to register for TROY 1101 University Orientation during their first term of enrollment. This course is required for all students pursuing a bachelor degree with Troy University and will introduce you to Troy University and to the Blackboard online learning system. If you have completed an orientation course at another university this course may transfer in. *Please check with your academic advisor to see if you need TROY 1101 or if you have questions about any other transfer credit.*

*** All drops/withdrawals must be done via the GoArmyEd portal. Please check the portal for deadlines for financial penalties for drops after the first day of classes. ***

For further assistance with the GoArmyEd portal, please submit a helpdesk ticket by clicking https://www.goarmyed.com/public/public_resources_help-desk.aspx.

Trojan Web Express

Trojan Web Express is the online student account information system for Troy University. This system houses student account information, course schedules, grades, financial aid award status, and many other convenient information services.

Students and faculty can access Trojan Web Express to view records at any time from the following Web address:
https://trojanweb.troy.edu/WebAdvisor/WebAdvisor

The following list is an example of the activities a student may perform online using Trojan Web Express:

- check status of admission documents
- view grades, grade point average, and transcript

- pay education expenses
- check status of financial aid

Password Reset
Your initial password is the last four digits of your Social Security Number. If you did not provide your SSN to TROY, please call the helpdesk at 1-800-227-4051.

To reset a forgotten Trojan Web Express password a student can visit the Trojan Web Express site at the link included on the right and click on "Change password". Following the instructions indicated on the following pages to have a temporary Trojan Web Express password sent to your Trojan Email account.

**** All active army and reservist must register via the GoArmyEd portal. Any enrollments using Trojan Web Express could result in you having to pay for the course out of pocket. Registering using Trojan Web Express will directly affect the billing and coding status of your account. Please register through the GoArmyEd portal only. ****

Online Student Registration

Trojan Web Express

Trojan Web Express is the online student accounting system for Troy University. This system houses student account information, course schedules, grades, financial aid award status, and many other convenient information services.

Students and faculty can access Trojan Web Express to view records at any time from the following Web address: https://trojanweb.troy.edu/WebAdvisor/WebAdvisor

Password Reset *Your initial password is the last four digits of your Social Security Number.*

To reset a forgotten Trojan Web Express password a student can visit the Trojan Web Express site at the link included on the right and click on "Change password". Following the instructions indicated on the following pages to have a temporary Trojan Web Express password sent to your Trojan Email account.

How to Register Once you have an account and are logged on Web Express, click on Register for Sections.
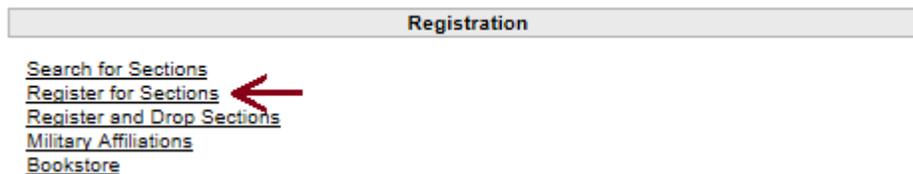
Then select "Express Registration."

Register for Sections

Please choose which type of registration you would like to use:
Search and register for sections
    Use this option if you would like to look for sections, add them to your preferred list of sections and then register for them.
Express registration ⬅
    Use this option if you know the exact subject, course number, and section (or synonym) of the sections for which you wish to add to your preferred list and then register. (Example: MATH*100*01 or Synonym 42765).

You will see 5 columns. Ignore the first column titled "Synonym."

Express Registration

Skip this column
⬇

Synonym	Subject	Course Number	Section Number	Term

SUBMIT

Select the subject prefix from the drop down box in the second column i.e. ACT, MGT, CS.

Express Registration

Synonym	Subject	Course Number	Section Number	Term

ACT - Accounting
ADE - Adult Education
ADM - Administration
AEG - American English Grp
ANT - Anthropology
ARB - Arabic
ART - Art
AS - Aerospace Studies
ASC - Anesthesiology
ASL - American Sign Language
AST - Astronomy
AT - Athletic Training
AVN - Aviation
BAN - Business Admin
BED - Business Education
BIO - Biology
BIS - Business Info System
BS - Biology, Sociology

SUBMIT

In the next column enter the course number (example "2291").The section code (example "XTIA") is entered in the next column. If the section ending in "A" is full try "B" etc. Please note that online course sections begin with an X and in class courses start with other letters such as F, G, V, or W.
Now select the upcoming term and click Submit.

Express Registration

Synonym	Subject	Course Number	Section Number	Term
	ACT - Accounting ▼	2291	XTIB	▼
	▼			12/FA Fall Semester 2012
	▼			12/T5 Summer V 2012
	▼			12/SU Summer Semester 2012
	▼			12/TSU Summer International Term
	▼			12/T4 Term IV 2012
	▼			12/T3 Term III 2012
	▼			12/SP Spring Semester 2012
	▼			12/TSP Spring International Term
	▼			11/TSU Summer International Term
	▼			11/TFA Fall International Term
	▼			11/FA Fall Semester 2011
	▼			11/T2 Term II 2011

SUBMIT

Trojan Web Express will now take you to the Register and Drop Sections screen. This screen gives you information on the course, such as the location, meeting information, instructor, how many seats are still available, and how many credits the course is worth. You will need to select "RG-Register" in the dropdown box under Action and click on Submit to finalize your registration.

Register and Drop Sections

Action for ALL Pref. Sections (or choose below) [▼]

Preferred Sections

Action	Term	Section Name and Title	Location	Meeting Information	Faculty	Available/ Capacity	Credits	CEUs
▼ RG - Register / RP - Register Pass/Fail / AU - Audit / RM - Remove from List / WL - Waitlist	Summer V 2012	ACT-2291-XTIB (196373) Principles of Accounting I	eTROY (online)	05/28/2012-07/29/2012 Internet Days to be Announced, Times to be Announced, Room to be Announced	Strachan, Beverly	13 / 40	3.00	
	Term IV 2012	ACT-2291-XTID (194439) Principles of Accounting I	eTROY (online)	03/19/2012-05/20/2012 Internet Days to be Announced, Times to be Announced, Room to be Announced	T. Collins	4 / 40	3.00	
	Term IV 2012	CP-6605-FMKB (197057) Fnd of Mental Hlth Counseling	Tampa	03/19/2012-05/20/2012 In-Classroom Lecture Friday 05:30PM - 10:30PM, Tampa Bay Location, Room TBD (more)...	R. Marowitz	6 / 25	3.00	
▼	Term III 2012	TROY-1101-XTIG (190108) University Orientation	eTROY (online)	01/09/2012-03/11/2012 Internet Days to be Announced, Times to be Announced, Room to be Announced	H. Lowery	25 / 52	1.00	
▼	Term II 2011	CJ-6610-XTIA (188108) Principles of Administration	eTROY (online)	10/17/2011-12/18/2011 Internet Days to be Announced, Times to be Announced, Room to be Announced	E. Dretsch	2 / 25	3.00	
▼	Term II 2006	MGT-6627-FTVFA (105946) Specialized Study	Ft. Walton Beach			23 / 24	3.00	
▼	Term II 2006	MGT-6681-FTKEA (104280) Organization Dev & Change	Eglin AFB			16 / 24	3.00	
▼	Term I 2006	IS-6672-XTILA (100352) Info System & Bus Strategy	Ecampus			13 / 25	3.00	

Current Registrations

Drop	Term	Pass/ Audit	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
☐			You are not currently registered for any sections.					

If one of my choices is not available
[ALL Allow me to adjust all ▼]

SUBMIT

TROY 1101: All undergraduate students are strongly urged to register for TROY 1101 University Orientation during their first term of enrollment. This course is required for all students pursuing a bachelor degree with Troy University and will introduce you to Troy University and to the Blackboard online learning system. If you have completed an orientation course at another university this course may transfer in. *Please check with your academic advisor to see if you need TROY 1101 or if you have questions about any other transfer credit.*

If registration "fails" due to lack of prerequisite please complete the online registration form in the forms link on our website. Upon approval, your academic advisor will manually register you. You will receive a confirmation email once you are registered.

Please **verify your registration** in Trojan Web Express under Profile then My Class Schedule.

Trojan Web Express Student Menu

Once you log into Trojan Web Express, you will need to select student. This will take you to the student menu.
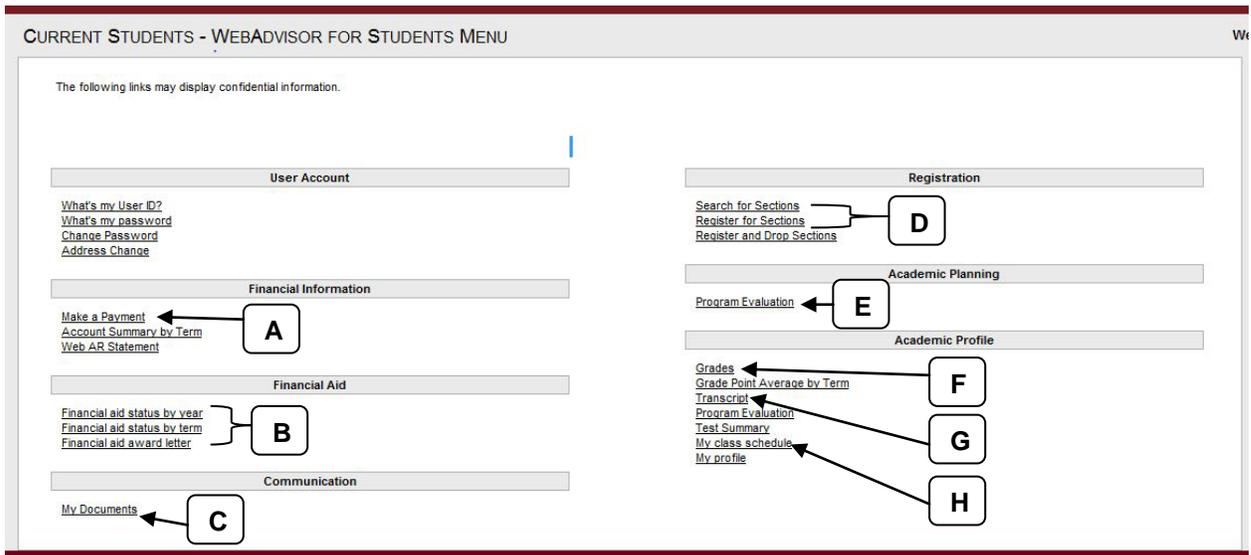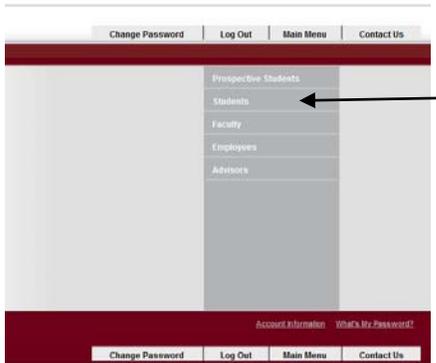
A) **Make a Payment** – This allows you to view your bill and make payments on your account.
B) **The Financial Aid area** - This area allows you to view your award information by term and by year.
C) **My Documents –** This allows you check on the status of your admissions documents. Documents will be listed as one of the following.

> *1) Received* – We have received your official document.

2) Waived – This document is not needed for admission.
3) Unofficial – We received an unofficial copy of your document. (An official copy will be needed to clear admissions.)

***If these terms are not present beside your document, we will need the document listed.

D) Search for Sections and Register for Sections- The search for section link allows you to view each term/semester course listing. Once you and your counselor determine what courses to take, you can register using the register for section link.
E) Program Evaluation – This allows you to view your program evaluation to determine the courses needed to complete your academic program. You will also be able to verify your transfer credit.
F) Grades – This allows you to view your grades for each term/semester.
G) Transcripts – This allows you to view and print your unofficial transcript.
H) My Class Schedule – This allows you to review your class schedule for the term/semester. You will need to verify your class schedule after you register each term.

Trojan Email

A student's university email address is the official point of communication for all university business conducted with the student.
Troy University ePolicy, Section 426

All Troy University students are required to have and check a Troy University email account. This account should be used for all official Troy University electronic correspondence. Once you have registered for classes your email account will be created within 48 hours. Your email address is the same as your Trojan Web Express ID. If you do not know your Trojan Web Express ID, follow this link:
Find Your Email Address

Your initial password will be your birth date. Example: January 3, 1990, would be 01031990. If you continue to have difficulty, send an email to emailhelp@troy.edu or contact the Helpdesk at 1-334-670-5660.

Students have a mailbox size limit of 500 MB.

All users are able to send and receive emails up to 10 MB.

Listed below are examples of the types of communication from the university that a student may receive via one's email account:

- tuition payment reminders
- notification of special events
- course instructions and assignments
- temporary Trojan Web Express password

Trojan Email Help:
• General Information
• Configuring your Email client
• Password reset request
• Help request form
• Training offered by the IT Department
• Trojan Email (video - 1:35)
• Student IT FAQ

For more assistance, contact:
emailhelp@troy.edu

Textbooks

Students taking classes online or at a site can order textbooks by following the directions in the link below. This link also gives the procedure for book vouchers.

http://www.troy.edu/etroy/howtoordertextbooks.htm

Blackboard

The *Blackboard Learning System* is a comprehensive and flexible e-Learning software platform that delivers a complete course management system. Many of our professors use Blackboard to teach or supplement courses. From within Blackboard students can communicate directly with other students and upload assignments. ***Students will have access to Bb on the first day of class*****

How to Login to Blackboard
You must be a registered student to access Blackboard. You can access Blackboard using the following URL: http://troy.blackboard.com.

You must be registered for a class in which the instructor uses Blackboard.

Your username for Blackboard is the same as your Web Express and email usernames. If you don't know your username simply log into Trojan Web Express and click on the What's my User ID? link.

Your Blackboard password is initially set to the last 4 digits of your Social Security Number.

International students' passwords are initially set to the birth day and month. For example, an international student with a birth date of June 5 would have an initial password of 0605.

Our online classes will use Blackboard for online course access. Your class will not be visible in Blackboard until approximately 3 days before classes start. If you are unable to access Blackboard by the first day of class, please go to http://helpdesk.troy.edu or click on the "Live Chat" icon at the top of the Blackboard page.

Blackboard Help:
• Navigating Blackboard – PDF
• Blackboard User Manual - web based
• Student Support Page
• Password Reset Page
• Navigating Blackboard (video - 4:54)
• How to use the Assignments feature (video - 1:14)
• How to use the Discussion Board (video - 1:31)
• Online Testing Tips
• How to take a quiz
• BACKPACK
  Download and organize Blackboard courses without logging in

For more assistance, contact:
blackboardsupport@troy.edu

How do I get a student ID card (Trojan Card)?

Instructions:
Email your digital photo (.jpg or .bmp file) to ucid@troy.edu.

Include the following information:
- Your first and last name
- Your Student ID (number which can be found in Trojan Web Express)
- A copy of a photo id card (driver's license, military id, etc)
- Indicate your status (Student)
- Your home location
- Your current mailing address (**Otherwise, your card will need to be picked up at your home site.**)

Once your ID has been created you will receive an email; however, please allow 7 business days for mailing purposes and check with your campus to pick up your ID.

Photo Tips:
- Take your picture against a solid colored background
- Your photo should be of your head and shoulders only
- Take the picture with the camera turned vertically. This will eliminate extra space in the frame.
- Remember unsuitable photos will be rejected for resubmission

Frequently Asked Questions:
Q: Can my ID be mailed to my home address?
A: Yes, your Trojan Card can be mailed to your home address. Please contact ucid@troy.edu or 334-670-3616 for more information

Q: Is there any charge for having my ID made?
A: No, there is no charge to have your ID created.

Q: Can I use my ID card at the Troy Library like a "swipeable" ID detector?
A: These ID's are not swipeable. You can use them to check out books, but instruct the person assisting you that they will have to manually enter your number from the front of your card.

Q: If I am in Troy can I have my ID made at the Troy campus?
A: Yes, However, you must visit the 3rd floor of the Adams Administration Building. *No IDs will be made by the Troy Campus Box Office. If you should have any questions, please call 334-670-3616.

NOTE: This is not the same card as the TrojanOne Debit Card.

We are pleased to have you with us! We want to wish you the best of luck in your educational endeavors.

With Trojan Pride,
TROY Global Campus Student Services
1-800-414-5756
ask@troy.edu

Additional Information

Undergraduate Forms
Online Undergraduate Forms

Graduate Forms
Online Graduate Forms

All holds must be cleared prior to registration. If you should need to inquire about a hold, you may call 1-800-414-5756 to speak with a TROY representative.

Trojan Web Express Help:
• General Information
• Help request form
• Training offered by the IT Department
• Web Express explainer video (video - 2:36)

• Student IT FAQ

For more assistance, contact:
ithelp@troy.edu

Financial Aid

You may apply online for financial aid at http://www.troy.edu/financialaid/ using Troy University's institutional code 001047. You may also contact a Financial Aid representative at 1-800-414-5756 for assistance.

Veteran Benefits

Online students may contact Jason Messick at jmessick@troy.edu for information on VA benefits. If you are an in-class student, you need to submit your information to your site. Students using VA benefits must complete a VA Information sheet every term they wish to use their benefits. This form is located at https://it.troy.edu/veterans/index.html .

Tuition Assistance

Submit your TA form at the time of registration via fax to Isaiah Scott at 334-670-3885.

Active Duty Military, Military Dependants, Reservists and Federal Civil Service

If you are an undergraduate student on active duty, a dependant of an active duty member, a reservist or are in federal civil service in the Coast Guard, Army, Marines or Navy you are eligible to participate in the Servicemembers' Opportunity College (SOC) Program. Details can be found in our catalog. Please contact your academic advisor if you wish to participate in this program.