

Using Panther Portal, Web Mail, and Brightspace

Created By: Diana Yates and
Aaron Creasy



AGENDA

- Help Desk Services
- Safe Connect
- Panther Portal
- Email
- Brightspace
- Ferrum Mobile
- Questions

HELP DESK SERVICES

- Logon Issues
- Software Installation
- Software & Hardware Troubleshooting
- Virus Removal
- Ethernet & Coax Cable Distribution & Repair
- Cable TV/Internet Troubleshooting
- All Services are **FREE**

Safe Connect

- Log in to Safe Connect
- Credentials
- Windows updates
- Antivirus software



FERRUM
COLLEGE

100 Years & Counting

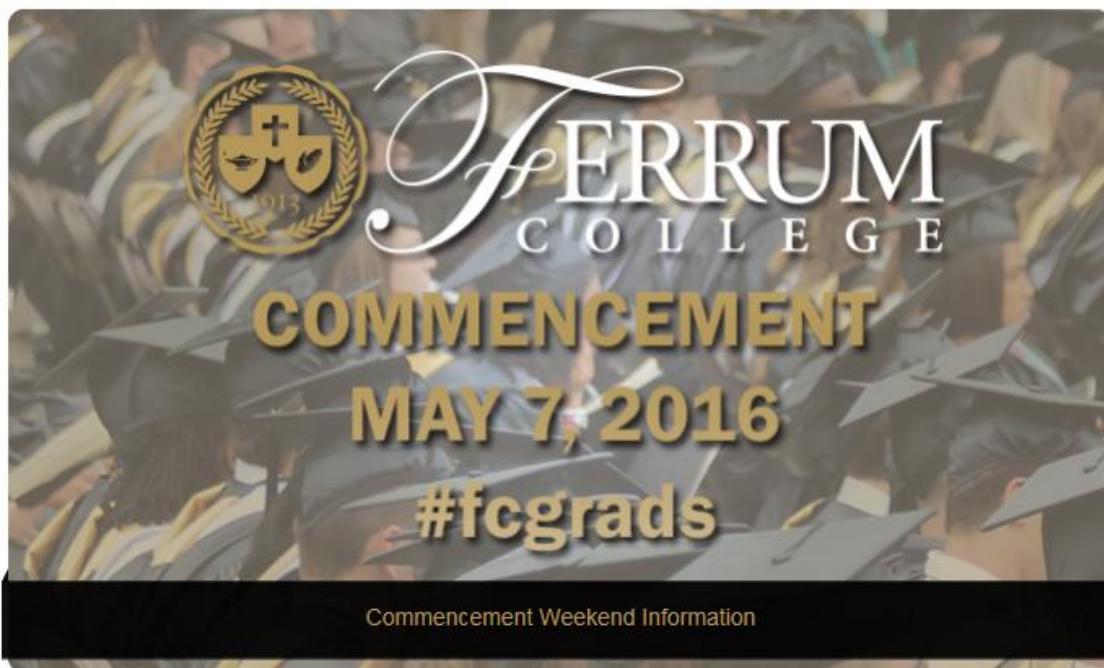
Please Authenticate

[Click Here To Read Our Full Policy](#)

Network Username:

Password:

I accept the acceptable use policy.



Information For

[Future Students](#)[Accepted Students](#)[Current Students](#)[President's Welcome](#)[Alumni](#)[Friends and Donors](#)[Faculty and Staff](#)[Visitors](#)[Student Calendar](#)[Campus Safety Procedures](#)[Title IX Information](#)

Try out our
Scholarship Calculator

PANTHER PORTAL POINTS OF INTEREST

- **Compatible Browsers:** Google Chrome, Mozilla Firefox, Internet Explorer, and Safari
- **WebAdvisor**
 - Academic Tools
 - Schedule, Grades, Profile, Program, Transcripts
 - More info in your PAWS packet
 - Self Service
 - Student Planning
 - Student Finance
 - Student Planning
 - Advising
- **Proficiency Profile**
 - Download Instructions
 - Use Internet Explorer

Panther Portal

- Go to www.ferrum.edu
- Click Panther Portal

[Library](#)[Online Documents](#)[Campus Alerts](#)[Panther Portal](#)

FERRUM COLLEGE

IN HISTORIC VIRGINIA

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**FERRUM
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COMMENCEMENT

MAY 7, 2016

#fcgrads

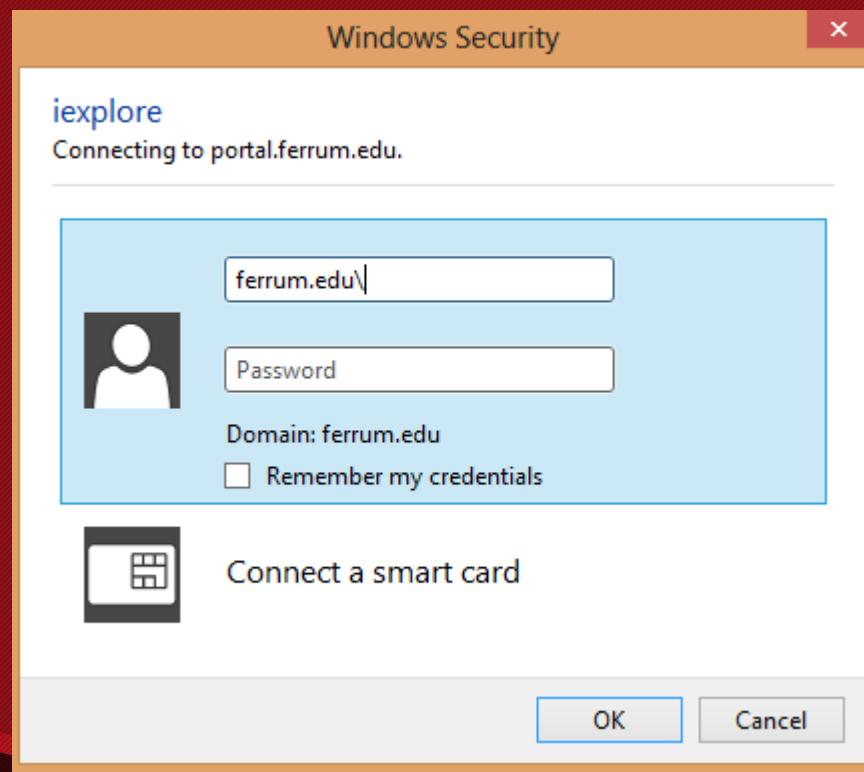
Commencement Weekend Information

• • • •

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Scholarship Calculator



My Week

My To Do

APRIL 2016 ◀ April Wednesday 27 - Friday 29 ▶ TODAY ≡

Wednesday, April 27th

9:05 AM  MTH-105-01 Fundamentals of Mat GRB Garber Hall, Room 125 Keith M. Cooley

10:00 AM  PSY-201-04 General Psychology LIB Stanley Library, Room 203 Dr. Megan M. St. Peters

10:10 AM  THA-112-01 Fundamentals of Act SCH Schofield Hall, Room 100 Giuseppe Ritoro

11:05 AM  THA-202-01 Stage Craft SCH Schofield Hall, Room 100 Dr. Harold W. Bowman

Thursday, April 28th

11:00 AM  THA-202-01 Stage Craft SCH Schofield Hall, Room 100 Dr. Harold W. Bowman

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1:50 PM  ENG-101-07 Comp and Research I GBK Grousbeck, Room 202 Mr. Timothy W. Thornton

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10:00 AM  PSY-201-04 General Psychology LIB Stanley Library, Room 203 Dr. Megan M. St. Peters

Connect



Announcements

There were no announcements found.


 Safe Connect Log Out

My Team Sites

My Bookmarks

MY LINKS

There are no links to display yet.

Campus Links

Ferrum

Campus Alert

Brightspace

Emergency Procedures And Safety Information

View Courses & Sections

Class Schedule Changes

Bookstore

Academic Transcript Requests

Manage My Bookmarks

Manage Bookmarks ▾

Self-Service Menu

WEBADVISOR FOR STUDENTS

Financial Information

Financial Aid

Communication

Academic Planning

Academic Profile



≡ **Menu**
Web Advisor [1]
Web Advisor [2]
Schedule
[Go back](#)
[Help](#)
[WEBADVISOR FOR STUDENTS](#)
Academic Profile
[Grades](#)
[Grade Point Average by Term](#)
[Transcript](#)
[Program Evaluation](#)
[Test Summary](#)
[Enrollment verification request](#)
[Enrollment verification request status](#)
[My educational plan](#)
[My class schedule](#)
[My profile](#)
[Student Gradebook](#)
[Transcript Request](#)
0975533 Antenette Mance
Term
[Fall 2016](#)
Total Registered Credits: 13.00

Course Name and Title	Status	Meeting Information	Creds	CEUs	Pass	Start Date
			Aud		Aud	
THA-300-01 Auditions and Makeup Workshop	New	08/29/2016-12/12/2016 Lecture Monday, Wednesday 02:30PM - 03:50PM, Schoolfield Hall, Room 100	3.00			08/29/16
THA-283-01 Theatre Practicum III	New	08/29/2016-12/12/2016 Lecture Days to be Announced, Times to be Announced Schoolfield Hall, Room 300	1.00			08/29/16
THA-246-01 Play Productn I: Begin Direct	New	08/30/2016-12/08/2016 Lecture Tuesday, Thursday 09:30AM - 10:50AM, Schoolfield Hall, Room 100	3.00			08/29/16
THA-111-01 Fundamentals of Acting I	New	08/30/2016-12/08/2016 Lecture Tuesday, Thursday 11:00AM - 12:20PM, Schoolfield Hall, Room 100	3.00			08/29/16
ENG-102-04 Composition & Research II	New	08/29/2016-12/12/2016 Lecture Monday, Wednesday, Friday 11:15AM - 12:10PM, Stanley Library, Room 202A	3.00			08/29/16

My Week **My To Do**

📅 APRIL 2016 TODAY ≡ ≡

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🛡 Safe Connect Log Out

My Team Sites
MY LINKS

There are no links to display yet.

Campus Links

- STUDENT MAIL
- Ferrum
- Campus Alert
- Brightspace
- Emergency Procedures And Safety Information
- View Courses & Sections
- Class Schedule Changes
- Bookstore
- Academic Transcript Requests
- Manage My Bookmarks

○ Manage Bookmarks ▾

Applications **Self-Service Menu**
➡ iAssistant

➡ Self-Service

➡ Colleague UI



iAssistant Main Menu

- [**CAMPUS AGREEMENT SOFTWARE**](#) ▶
- [**HELPDESK**](#) ▶
- [**MY ACADEMIC ACCESS**](#) ▶
- [**MY PROFILES**](#) ▶
- [**PROFICIENCY PROFILE**](#) ▶
- [**SELF-SERVICE**](#) ▶
- [**STUDENT EMPLOYMENT**](#) ▶
- [**WORK STUDY EARNINGS**](#) ▶

[Main Menu](#)



Information Services advises that you change your Panther Portal password (which is also your network access password) after you have entered your secret question and answer.

Welcome:

[Main Menu](#) [Log Out](#)

iAssistant Main Menu

[CAMPUS AGREEMENT SOFTWARE](#) ▾

[HELPDESK](#)

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[MY PROFILES](#)

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[SELF-SERVICE](#)

[STUDENT EMPLOYMENT](#)

[WORK STUDY EARNINGS](#)

[Change Password](#) ←

[Take the Proficiency Profile](#) ←

[Main Menu](#)

SOFTWARE DOWNLOADS

- Choose “Download MS Office and AVG Software” link
- Agree to terms
- Download link and instructions



iAssistant Main Menu

CAMPUS AGREEMENT SOFTWARE ▶ **Download Software**

HELPDESK



MY ACADEMIC ACCESS



MY PROFILES



PROFICIENCY PROFILE



SELF-SERVICE



STUDENT EMPLOYMENT



WORK STUDY EARNINGS



[Main Menu](#)

Download Software





Software Downloads

Please click on the link for the software you want to download.

[Microsoft Office 2013 32bit](#)

[Microsoft Office 2013 64bit](#)

[Microsoft Office 2011 for Mac](#)

[AVG 2016 32bit](#)

[AVG 2016 64bit](#)

[Read & Write Gold 11](#)

[Read & Write Gold 5 for Mac](#)



Log Out

Microsoft Office Download Agreement

This acceptance form is valid for the Microsoft Office 2013 product purchased through the CICV Campus Agreement, which shall be referred to collectively herein as the "Software". Software is made available to you because our institution has purchased license coverage for the Software through Microsoft Campus Agreement Subscription effective July 1 through June 30. We are extending to you the right to use the Software for Campus-related purposes. You do not own the license, rather you are leasing the license from our institution for the term of the agreement. You will be required to remove the Software from your machine immediately upon the earlier of (a) any event which causes you to no longer be a faculty/staff member or an employee/student of the institution for any reason or (b) expiration of the Campus Agreement subscription term.

Ferrum College will receive a Volume License Key that will allow multiple installations of the Software. This Volume License Key will be distributed to faculty/staff/student users as needed. Holders of this Volume License Key are required to keep it secure and only distribute it to users authorized to install the Software on designated machines. You will be held responsible for any unauthorized use by you of your institution's unique Volume License Key.

Use Rights have been granted by Ferrum College for Microsoft Office 2013 (referred to collectively herein as the "Software")

Read the following statements and check the boxes to indicate your agreement to the statement. Submission of this form constitutes your electronic signature.

- Item 1: I will read and abide by the license agreement(s) associated with this Software.**
- Item 2: I understand that the Volume License Key is provided for my authorized faculty/staff/student use only, and that I will be responsible for any unauthorized use thereof by me.**
- Item 3: I will remove the Software from my machine immediately upon the earlier of (a) any event which causes you to no longer be a faculty/staff member or an employee/student of the institution for any reason or (b) expiration of the Campus Agreement subscription term.**

[Main Menu](#)



Log Out

Microsoft Office 2013 Download

To install Microsoft Office 2013 :

Please write down the license key listed below before proceeding.

- Click [Here](#) to download the MS Office 2013 zip file. You will need to provide your Active Directory ID and password.
Students entering prior to 2009-10: your Active Directory ID is your nst number
Students entering 2009-10 or after: your Active Directory ID is your PantherTracks ID number
Faculty/Staff: your Active Directory ID is your nfs number
When entering your Active Directory ID, please type as follows : **ferrum.edu\xxxxxx**. whee xxxxxxx is your Active Directory ID
Save the download file to your desktop.
- Extract the files to a new folder on your hard drive.
After the file is downloaded, double-click the MSO32 folder on your desktop
Click on the hyperlink (left in the window) that says "extract all files".
In the wizard window, click next and browse to your C:\ drive. Click OK and Finish.
- Run the Set Up program.
After the files have been extracted, click **Start...Run** and browse to the MSO32 folder on your C:\ drive.
Double Click on the file: **SETUP**
Type in the license key. The KEY for the install is: **98NBY-WX4FM-6BBCW-6YQ47-R89KV** (case does not matter)
Click Continue
Click Customize
Click Top Down arrow and Choose "Run All From My Computer" Click Install
Click Close When prompted, do NOT delete the installation files.
Open Microsoft Word and enter the license key.

EMAIL

- *Powered by Google*
- *25 GB storage*
- *Google Apps*
- *First-Time Login you will have to change your password*

[Library](#)[Online Documents](#)[Campus Alerts](#)[Panther Portal](#)

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**FERRUM
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COMMENCEMENT

MAY 7, 2016

#fcgrads

Commencement Weekend Information

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My Week **My To Do**

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Connect

**Announcements**

There were no announcements found.

 Safe Connect Log Out**My Team Sites**

MY LINKS

There are no links to display yet.

Campus Links

STUDENT MAIL**Ferrum****Campus Alert****Cable Channel Guide****Brightspace** Manage Bookmarks**Applications****Self-Service Menu**

iAssistant

Self-Service

Colleague UI

8 <https://accounts.google.com>    Home - Student  Gmail    

File Edit View Favorites Tools Help

  Suggested Sites  Ellucian  Colleague Conversion  Colleague Production  Colleague Test  Datatel User Interface 4  DEMO WebAdvisor 

Google

One account. All of Google.

Sign in to continue to Gmail



Stay signed in

[Need help?](#)

Please enter your full email address
example@ferrum.edu 

[Create an account](#)

Google Accounts

https://www.google.com/accounts/AcceptGAPlusTermsOfService?HBSID=AC_EctKMPF3I-rUxV60RTri7p

Ferrum College Computer Service... Google Accounts

Welcome to your new account

Welcome to your new account: ferpaws@ferrum.edu. Your account is compatible with nearly all Google products, but your ferrum.edu administrator may decide which products are enabled for your account. For tips about using your new account, visit our [Help Center](#).

Privacy Notice

Google provides such services in conjunction with or on behalf of [your domain administrator](#). Your administrator will have access to your ferpaws@ferrum.edu account information including your email. For more information, consult the [Google Apps Privacy Notice](#) or your domain administrator's privacy policy, if one exists. Be careful about what information you choose to put into this account, and if you have multiple accounts with Google, keep an eye on the username that appears at the upper right of most Google services to help ensure that you're using your intended account. [Learn more](#)

You can use a separate personal Google Account for personal activities. If you don't have a personal Google Account, you can [create one now](#).

Google Terms of Service

Welcome to Google! By using Google's products, software, services or web sites ("Google services"), you agree to the following terms and conditions, and any policies, guidelines or amendments thereto that may be presented to you from time to time, including but not limited to Program Policies and Legal Notices (collectively, the "Terms"). We may update the Terms in the future, and you will be able to find the most current version of this agreement at <http://www.google.com/a/help/intl/en/users/terms.html>.

1. USE OF SERVICES

Google Inc., its subsidiaries and affiliated companies, including your domain administrator ("Google") offer Google services to you, provided that you are of legal age to form a binding contract and are not a person barred from receiving services under the laws of the United States or other applicable jurisdiction. In order to access certain services, you may be required to provide current, accurate identification, contact, and other information as part of the registration process and/or continued use of Google services. You are responsible for maintaining the confidentiality of your account password, and are responsible for all activities that occur under your account. You agree to immediately notify Google of any unauthorized use of your password or account or any other breach of security. Google cannot and will not be liable for any loss or damage arising from your failure to provide us with accurate information or to keep your password secure.

2. APPROPRIATE CONDUCT

You understand that all information, data, text, software, music, sound, photographs, graphics, video, messages or other materials ("Content") are the sole responsibility of the person from which such Content originated. Google reserves the right, but shall have no obligation, to pre-screen, flag, filter, refuse, modify or move any Content available via Google services. You understand that by using Google services you may be exposed to Content that is offensive, indecent or objectionable, and that you use Google services at your own risk. For some services, Google provides tools to filter out adult sexual content, including our

Note that other service-specific terms of service may apply. To review these terms, please visit that service's webpage.

Click "I accept" below to indicate that you understand the changes to your account and agree to the [Google Terms of Service](#) and the Google Apps [Terms of Service, Acceptable Use Policy](#), and [Privacy Notice](#).

Type the characters you see in the picture below.

Letters are not case-sensitive

I accept. Continue to my account.



Please change your password

Please choose a new password to finish signing in.

Read some tips on [creating a secure password](#).

A text input field with a placeholder "New password".A text input field with a placeholder "Re-enter new password".

Change password

Ferrum College Mail – Inbox (2) – ferpaws@ferrum.edu

College Computer Services Web Mail – Inbox (2) – ferpaws@ferrum.edu RSS Google

Mail Calendar Documents Sites more » ferpaws@ferrum.edu 

 **Ferrum College**

Compose mail

Inbox (2)

- Starred 
- Important 
- Sent Mail
- Drafts
- Follow up
- Misc
- Priority
- 4 more ▾

Contacts

Tasks

Chat

Search, add, or invite

Ferrum Paws Set status here Call phone

<https://mail.google.com/mail/?shva=1#inbox>

Search Mail Search the Web [Show search options](#)
[Create a filter](#)

[BlackBerry® Smartphones - BlackBerry.com](#) - Connect to everything you love in life with BlackBerry. Learn more. [About these ads](#)

Archive Report spam Delete   Move to ▾ Labels ▾ More actions ▾ Refresh 1 - 2 of 2

  **Gmail Team** [Get Gmail on your mobile phone](#) - Access Gmail on your mobile phone. The days of needing your computer to... 10:28 am

  **Gmail Team** [Get started with Gmail](#) - 4 things you need to know. Gmail is a little bit different. Learn these 4 basics and you'll... 10:28 am

Archive Report spam Delete   Move to ▾ Labels ▾ More actions ▾ Refresh 1 - 2 of 2

Automatically [forward](#) your Ferrum College Mail messages to another email account. [Learn more](#)

You are currently using 0 MB (0 %) of your 7601 MB.

Ferrum College Mail view: standard | [turn off chat](#) | [basic HTML](#) | [Learn more](#)

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Powered by 

Canceled opening the page

Brightspace

- *Online Course Management Software*
 - *Email to set up access*
 - *More info in PAWS packet*
- *Go to Panther Portal*
- *Click “Brightspace”, under bookmarks in Panther Portal*

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Safe Connect Log Out

My Team Sites

My Bookmarks

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Campus Links

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Ferrum

Campus Alert

Cable Channel Guide

Brightspace

Manage Bookmarks ▾

Applications

Self-Service Menu

iAssistant

Self-Service

Colleague UI

ferrumorg - Ferrum College: Enrollment Confirmation Inbox x



help.desk@desire2learn.com <help.desk@desire2learn.com>
to me ▾

Hi Tim,

You have been enrolled in Ferrum College with the following username: **0123456**

To begin using the site:

1. [Set up a password](#) ←
2. [Log into Ferrum College](#) using your username **0123456** and password



My Courses

Semester

2016SP ▾

BIO-255-03-Human Anatomy & Physiology II-Spring 2016

HHP-100-01-Responding to Emergencies-Spring 2016

HHP-149-01E-Vocation/Spiritual Wellness-Spring 2016

HHP-340-01-Kinesiology:Sci Basis Hum Movt-Spring 2016

HHP-341-01-Applied Biomechanics-Spring 2016

REC-360-01-Recreation Theory-Spring 2016

REL-207-02E-Vocation,Calling & Practice-Spring 2016

Writing Center Hours

SPRING 2016

Stanley Library, main floor

Schedule for the rest of Spring Semester 2016

Wednesday, April 20: 1:00-4:30

Thursday, April 21: 1:00-8:00

Friday, April 22: 1:15-2:15

Monday, April 25: 1:00-8:00

Tuesday, April 26: 1:00-4:30

Wednesday, April 27: 1:00-4:30 **[LAST DAY!]**

Ferrum College's Writing Center welcomes all students at all levels of ability

News

Printing Guides

Posted Aug 10, 2015 10:03 AM

Please download the attached printing guides.

[Follow You Printing](#)

[Mobile Printing](#)



Shentel Cable Channel Line-Up

Posted Jan 15, 2015 2:07 PM

[Click to view the Channel Guide for Shentel Cable!](#)

[Show All News Items](#)

START HERE



Getting Started in Brightspace Course

Completion of this course may be required for your classes.

[Link to Full Written D2L Documentation for Students](#)

[Link to Learner Video Tutorials](#)

Contact Ferrum College Helpdesk:

via email: helpdesk@ferrum.edu

via phone: 365-HELP(4357)



Updates

There are no current updates for BIO-255-03-Human Anatomy & Physiology II-Spring 2016

Content Browser ▾

Bookmarks Recently Visited

- The Nervous System >
- The Endocrine System >
- The Respiratory System >
- The Digestive and Urinary Systems >
- The Reproductive System and Development >

News | ▾

Test Dates and Changes- Please check your email today.

Posted Feb 16, 2016 11:02 AM

We have adjusted some assignments and tests dates. Please check your email today.

Welcome!

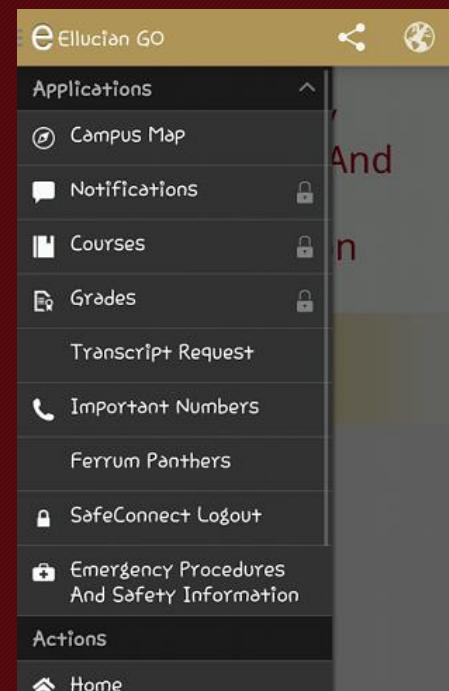
Posted Jan 7, 2016 12:14 PM

The syllabus is available in Brightspace under the Overview icon. Also, I have uploaded the powerpoints you will need for Unit 1! More info coming in an email.

[Show All News Items](#)

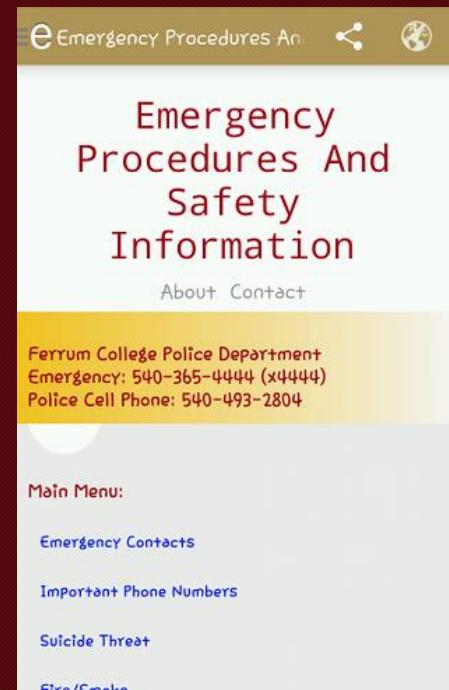
Ferrum Mobile

- *Ellucian GO App*
- *Mobile access to view various campus information.*
- *Courses*
- *Grades*
- *Campus Map*



Ferrum Mobile

- *Emergency Procedures And Safety Information*
 - *Emergency contacts*
 - *Important phone numbers*
 - *Emergency tips and information*



FAQ: AREA CELL PHONE SERVICE PROVIDERS

- *Verizon*
- *US Cellular*
- *Sprint*
- *Virgin Mobile*
- *Boost*
- *nTelos*
- *Most CDMA Pre-Paid networks*

Questions?

Information Services Computer Help Desk
Stanley Library, Room 105
helpdesk@ferrum.edu
540-365-HELP (4357)