

TROY UNIVERSITY

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.

You will be assigned a 'troy.edu' email address. Please use this email account as your primary means of communication with the University. Your new email address will be your username plus "@troy.edu". In order to acquire your TROY username, you will need to visit <http://www.troy.edu/webexpress.htm> click "continue to Trojan Web Express". Once on the web page you will need to click on the link that says "Account Information". When this page is accessed you will then click into the option for which you need help, i.e. if you do not know your username, click "What's My User ID".

Find User ID Name

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

The screenshot shows the Trojan Web Express website interface. On the left, there is a navigation menu with options: Prospective Students, Students, Faculty, Employees, and Advisors. The 'Students' option is highlighted. At the top of the page, there are links for 'Log In', 'Main Menu', and 'Contact Us'. Below the navigation menu, there are links for 'Account Information', 'I'm New to WebAdvisor', and 'What's My Password?'. On the right side, there is a section titled 'CURRENT STUDENTS' with a sub-section 'What's my User ID?'. The text below this section reads: 'In order to retrieve your User ID you must fill in your last name and one of the two additional identifying'. Below this text, there are three input fields: 'Last Name*' (with an asterisk indicating it is required), 'SSN', and 'Colleague ID'. A 'SUBMIT' button is located at the bottom right of the form area.

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.

Active Army/Reservist Registration

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, distance learning, and eArmyU 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 (eArmy or TA)

Click Search

Then click on the check mark

TROY 1101: All 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.

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>

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

- check status of admission documents
- register for courses
- drop/add courses
- check status of financial aid
- view grades, grade point average, and transcript
- pay education expenses

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"

*You will see 5 columns...

*Ignore the first column titled "synonym"

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

*Next column enter the number only (example "1133")

*Type in the section code...XTIA (if "A" is full try "B" etc..)

*Then select the upcoming term

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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.

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.

itshelp@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

You may contact Jason Messick at jmessick@troy.edu for information on VA benefits. 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

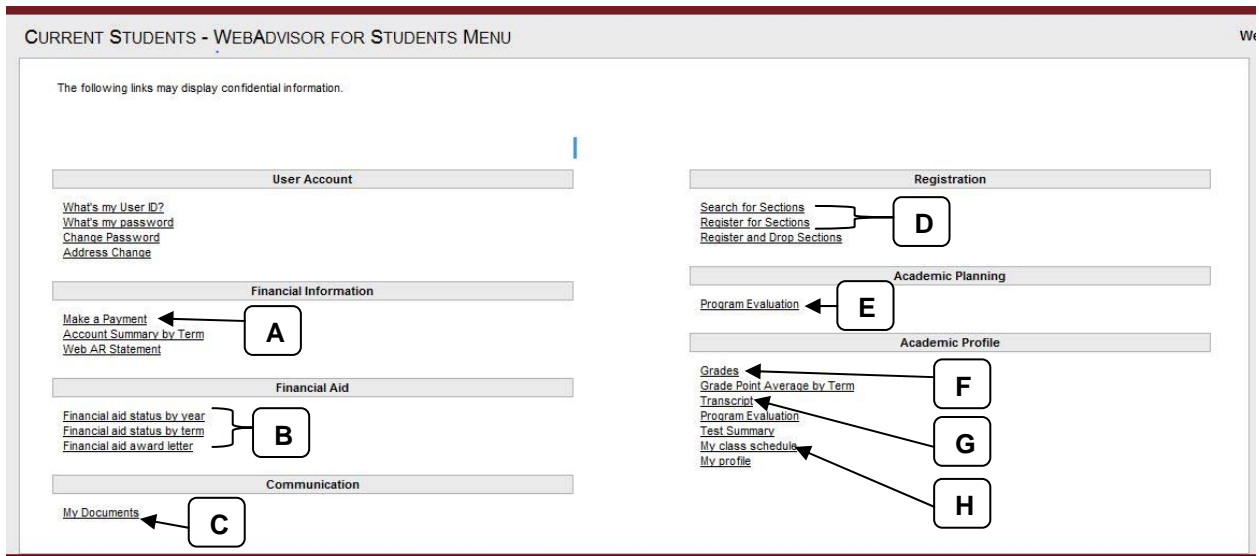
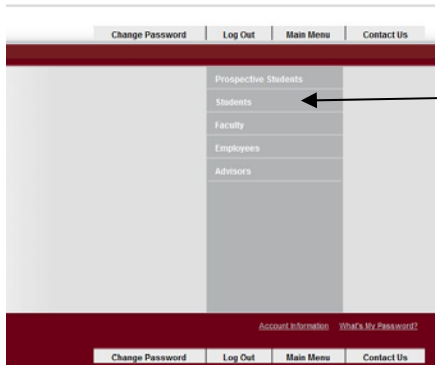
Submit your TA form at the time of registration via fax to Cheryl Selwyn at 850-244-6127.

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

If you are 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 me if you wish to participate in this program.

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.
- 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 25 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

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 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.

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/faculty/staff 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 (DATATEL# which can be found in Trojan WebExpress).
- A copy of a photo id card (driver's license, military id, etc).
- Indicate your status (Student/Staff or Faculty)
- Your home location.
- Your current mailing address (**if your current home location is ET01, EJ01, EARMY or EIGM) 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: What if I want to wear my ID card as a badge?

A: This is a service we provide only for faculty and staff. If you would like this service, please indicate so in your email request.

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,
eCampus Student Services
1-800-414-5756
ask@troy.edu