

Welcome to Lifelong Learning and Community Engagement (LLCE) online degree and certificate programs!

We hope you find this orientation packet useful. It contains general information about some of the campus resources available to you as a student at UW Oshkosh. Visit LLCE's web site at www.uwosh.edu/cnl to learn more about our staff and program. You may call the LLCE office at (920) 424-0234 or toll free at (800) 463-6896, or email us at newlearning@uwosh.edu. Our office hours are Monday through Friday, 7:45 a.m. to 4:30 p.m., with evening hours by appointment. If you have questions about the enclosed materials or want information about University services not in this packet, contact us. We are here to assist you!

Campus Technology

As a student, you will have the ability to interact with instructors and classmates and manage your student information through four key accounts. You have a unique account for the following services:

- **TitanApps**—This is the official email account for UW Oshkosh students, staff, and faculty. TitanApps is also one of the primary methods of communication between you and your academic advisor. Students are required to check their UWO email account regularly, as they are responsible for the information received.
- **Net ID**—This account is used for Desire2Learn (D2L), library databases and campus computers.
- **Desire2Learn (D2L)**—This is UW Oshkosh's online learning platform, where you will access your online and hybrid classes. Here you will find course syllabi, messages from your instructor, class assignments, and discussion forums for each class.
- **TitanWeb**—This is your Student Center, which includes personal information such as grades, tuition, class schedule, STAR report, transcripts, and financial aid information.

***Have your student ID number ready when accessing these accounts for the first time.**

Username and Password Keeper

Use this section as a quick reference to remember your passwords and usernames.

Account	Username or ID	Password
Student ID number		
TitanApps		
NetID		
TitanWeb		

TitanApps—Set up this account first to obtain your username

Your TitanApps username is created by combining:

- The first 5 letters of your last name and the first letter of your first name; and
- The last 2 digits of your ID number (except in rare cases where that name has been taken, then it is the 5th and 6th numbers from the ID number); and
- @uwosh.edu
- Example: Clash Titan, ID# 0123456, would be titanc56@uwosh.edu

The password depends on several things.

- If you had a TitanMail account, which was the University's email provider before TitanApps, but NEVER logged in, the password is your ID number.
- If you had a TitanMail account and you DID log in, the password is a random string of characters that is in your TitanMail account from UW Oshkosh Google Team. Go to TitanMail, find the email, copy the password, and follow instructions in the email.
- If you DID NOT have TitanMail created at all (new students), the password is your ID number.

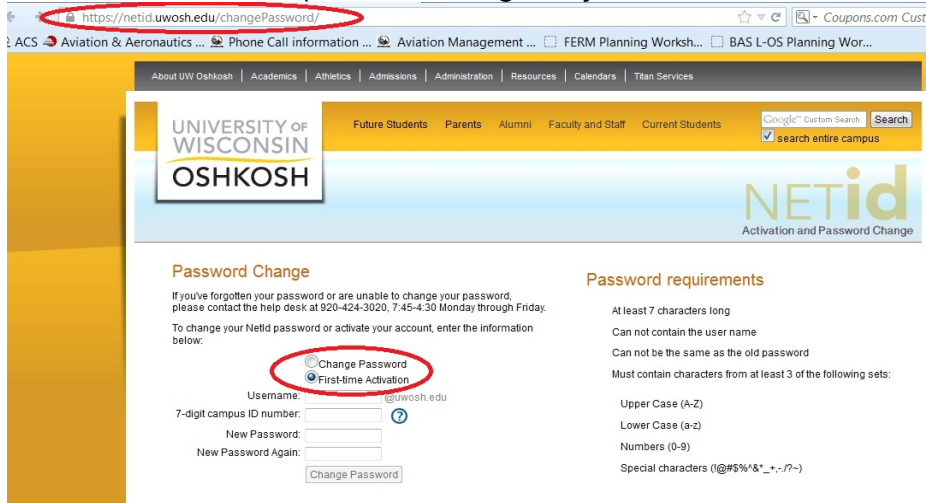
Logging in to TitanApps (go to www.gmail.com to log in):

- Enter your full email address as the username (e.g. titanc56@uwosh.edu). Though Google provides the email server through Gmail, your email address does not end in @gmail.com.
- You can view video tutorials for using TitanApps at www.uwosh.edu/titanapps.

NetID (log-in for D2L)—Set up your NetID account before logging into D2L

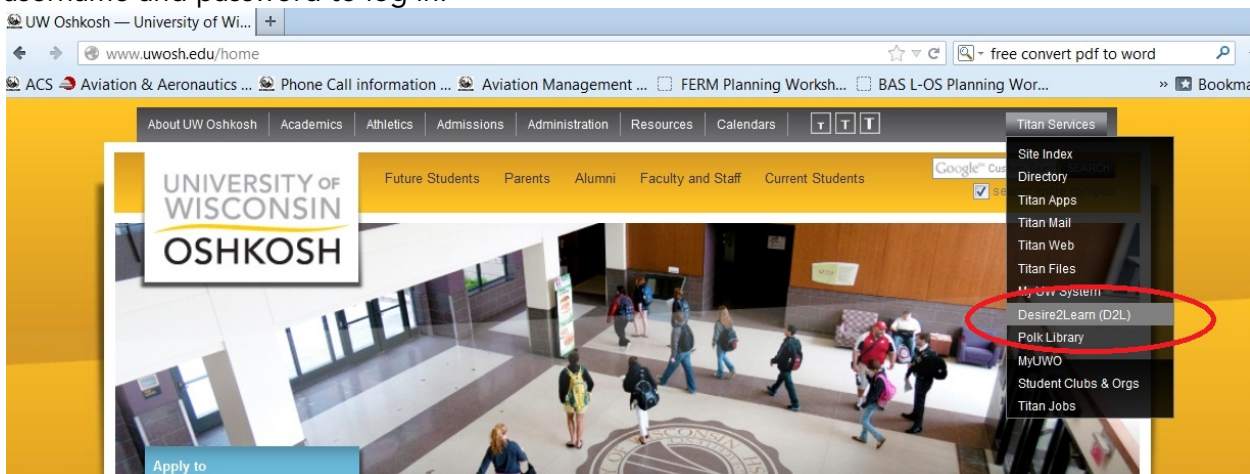
Your username for NetID is the first part of your TitanApps username with NO @uwosh.edu. For example, Clash Titan's NetID is titanc56.

To set your password if you have never logged in to your NetID account, go to <https://netid.uwosh.edu/changePassword/>. Choose the first-time activation button and use your Titan ID number (no W) as your current password. See the illustration below. Once you set up this account, use this username and password to log into your classes in D2L.



Desire2Learn (D2L)

Access D2L by using the drop down box on the landing page of www.uwosh.edu. Use your NetID username and password to log in.



TitanWeb

Your username for TitanWeb is capital W and your student ID number. For example, Clash Titan's username is W0123456. TitanWeb has a password hint. Setting the password hint allows you to use the "Forgot Password" link on the login page to have the system email you a temporary password.

When you log in for the first time, you will use your default password. The default password is:

- The first two letters of your first name; *and*
- The first two letters of your last name; *and*
- The last four digits of your student ID number

The letters must be UPPERCASE and there are no spaces between the characters. After your initial log-in, please change your password. TitanWeb is accessed from the landing page of www.uwosh.edu under Student Services (the same as D2L). Tutorials for using TitanWeb can be found at www.uwosh.edu/registrar/titanweb.

Additional Information

Passwords

- You may use the same password for all three logins, but remember each is a separate account on a separate system. Changing one password does NOT change the others.
- Too many attempts with the wrong password will lock the account. That is part of security to discourage hackers, but it can affect you too.

Each account will be used for something different:

- TitanApps—email, calendar, contacts, chat, tasks, Google Drive
- NetID—D2L, student computer lab login, TitanFiles, library databases
- TitanWeb—check STAR, check grades, view tuition bill

If you need assistance with these accounts or if you forget your username or password, please call the Academic Computing Help Desk at (920) 424-3020, Monday through Friday, 8 a.m.–4:30pm. For security reasons the Help Desk cannot change a password based on an email request. If you have non-password related questions, you can email Academic Computing at acshelp@uwosh.edu.

Online Orientation Website

Once you are enrolled in your first course, you will also be enrolled in the Student Orientation in D2L. In this free course you will learn about:

- What to expect as an online learner
- UW Oshkosh policies and campus resources
- Forms you may need
- Tutorials on how to use Polk Library resources
- And more

Academic Calendars of Interest to Students

Registration Calendar

[Click here to view the current registration calendar.](#) Students can register for the next semester after their enrollment appointment, which can be found on TitanWeb. Schedule an appointment with your advisor prior to that date. These calendars show session start and end dates and last dates to add and drop classes.

Drop or Withdrawal Refund Calendar

Students who drop or withdraw a class must be aware that the percent of refund per credit diminishes as the course proceeds. Seven week, accelerated courses have a shortened window of time in which to drop the class, compared to fourteen-week classes.

Please note: Dropping and adding classes may increase your tuition cost. Courses that are dropped after the 100 percent refund period will be included in your total number of credits, and you will be charged. It is important to speak to your advisor and carefully consider the financial implications of dropping a course after the 100 percent refund period.

Obtaining your textbooks

Textbooks are typically available for purchase two weeks prior to the beginning of each semester at University Books & More, located on first floor in Reeve Memorial Union.

If you are unable to buy your books in person, you may reserve your textbooks by visiting the [University Books & More Website](#). [Click here to view instructions on ordering textbooks](#). You may also purchase your books from an alternate source. Just be sure to copy the exact ISBN number to get the correct edition. You also have the option to purchase your books in advance of financial aid disbursement. To apply for a Book Purchase Advance, [download this form](#).

Frequently Asked Phone Numbers

Academic Computing—Help Desk.....	(920) 424-3020
LLCE adult student resources.....	(920) 424-1401
LLCE online degree and certificate programs.....	(920) 424-0234
Admissions Office.....	(920) 424-3164
Cashier's Office.....	(920) 424-1338
Center for Academic Resources (tutoring).....	(920) 424-3419
Counseling Center.....	(920) 424-2061
Dean of Students.....	(920) 424-3100
Financial Aid Office.....	(920) 424-3377
Inclement Weather Related Information (for campus).....	(920) 424-0000
Parking Services.....	(920) 424-4455
Registrar's Office: Records and Transcripts.....	(920) 424-1199
Registrar's Office: General Office.....	(920) 424-3454
Student Accounts.....	(920) 424-1332
Student Health Center.....	(920) 424-2424
Testing Services.....	(920) 424-1432
UW Oshkosh Credit Union.....	(920) 424-3283
Veterans Affairs.....	(920) 424-1804