Technology Information for Students

**Port of Armstrong**
Port of Armstrong is the secure web portal where the Armstrong community can connect to online academic resources, administrative services, and community information. To login to Port of Armstrong, students enter their Port ID username and their Port/Active Directory password. In Port of Armstrong, students can access:

- Student Email
- PirateCard Services
- SHIP – Academic Information System
- Touchnet Bill Pay System
- Armstrong eClassroom
- iTunes U

**To look up your Port ID and Armstrong ID (907 number):**
1. Go to: https://port.armstrong.edu
2. Click on "907 and PortID Lookup".
3. You will be prompted to enter your first and last name, the last 4 digits of your social security number, and your date of birth. Click "Lookup ID".
4. You will then see your Port ID and Armstrong ID (907#).

**To reset your password:**
1. Go to: https://port.armstrong.edu
2. Click on "Reset Password".
3. You will be prompted to enter your Armstrong ID (907 number), Port ID, and the last four digits of your Social Security Number.

**Student Email**
Students access their student email through Port of Armstrong that is supported by Google Apps for Education.

**What is available in SHIP (Student Help and Information Program)?**
Students can access SHIP through Port of Armstrong. The following services are available through SHIP:

- Check Registration Status
- Register for Classes
- Student Schedule/Bill
- View Financial Aid Status
- View Academic Record
- Pay by Credit Card
- Update Contact Information
- Review Name/Student ID
- Customize your Directory Profile

If you receive an error message when attempting to access SHIP, please contact the Registrar’s Office at (912) 344-2576.

**How do I access Armstrong eClassroom for Online Coursework?**
Armstrong eClassroom, the campus Online Learning Management System, may be accessed through the Port of Armstrong by going to https://port.armstrong.edu.

- Once you log into the Port of Armstrong, click on the link that says Armstrong eClassroom.
- Students will have access to their courses in Armstrong eClassroom on the first day of classes.

**What is BLAST?**
BLAST is Armstrong State University’s emergency communication system. The system is designed to send vital messages to your designated emergency phone number and email address in the event of a disruption of normal campus operations or in the case of an emergency. BLAST may also be used periodically to inform the Armstrong community about important events on-campus.

To update your contact information, log into Port of Armstrong, and click on BLAST. You can only update information if you are enrolled for the current term.
**What is the PirateCard?**
The PirateCard is the official identification card for Armstrong State University. Students, faculty, staff, and select guests are eligible to receive a PirateCard. The PirateCard is required for official identification purposes for the university and serves as a personal passport to many of the services offered on campus.

The PirateCard is obtained at the PirateCard Office on the second floor of the Student Union, Room D245. A government photo ID, such as a driver's license or passport, and Armstrong ID number (907#) must be presented to be issued a PirateCard. To get additional information about the PirateCard, visit: http://www.armstrong.edu/Departments/PirateCard/piratecard_welcome

**Where are Computer Labs located?**
Labs are located in Solms Hall 104, University Hall 112, Science Center 129, Lane Library, and the Learning Commons. Students are required to use their Port ID and Active Directory password to access the computers on campus. For hours, locations, and additional information, please visit: http://goo.gl/VzVRkq

**What Printing Services are available?**
All enrolled students have a student print account that will allow them to print 110 pages at no charge each semester to campus lab printers and the WEPA stations. WEPA is a cloud-based print solution that allows students to upload documents on-the-go and print them at the WEPA stations. Students can add Pirate Cash to their PirateCard to purchase additional printing. Printing is available in the following locations:
- Solms Hall 104
- Lane Library
- University Hall 112
- Science Center 129
- Learning Commons
- Lane Library
- Science Hall 129
- Learning Commons
- Armstrong Center

**Where is Wireless available on campus?**
Wireless access is available in all buildings on the Armstrong campus including residence halls, libraries, classrooms, offices, and green spaces. Students use their Port ID and Port/Active Directory password to login.

**How do I access the Library’s Electronic Resources?**
Galileo, Lane Library Electronic Resources, and other Library resources are for Armstrong Students, Faculty & Staff. For on-campus access, a password is not required. Off-campus access requires a password. To obtain the GALILEO password or to use Library resources from off-campus locations, you must enter your Armstrong ID (907), PIN, and your last name in order to gain the password. GALILEO is also located within Armstrong eClassroom on the My Homepage as well as on the Course Homepage.

**Are there scheduled downtime and maintenance periods?**
- SHIP is unavailable during the nightly backup periods from 12-1:30am and 3-3:30am
- Port of Armstrong is unavailable during the nightly backup period from 3-3:30am
- Armstrong eClassroom is unavailable due to GeorgiaVIEW periodic maintenance every other weekend beginning Friday at 10pm until Saturday at 7am. To view the GeorgiaVIEW Maintenance Schedule go to: http://goo.gl/JY7sRG
- Armstrong scheduled system maintenance occurs on Sundays from 6am-2pm and Wednesdays from 10pm-12am. During this timeframe, some Armstrong systems may be unavailable.

**What is the IT Services Helpdesk?**
The IT Services Helpdesk serves students as well as faculty and staff with issues related to Armstrong’s technology services. The Helpdesk is staffed by full-time employees and student workers. Questions and requests can be entered online or received by email, phone, or in person in Suite 16 in the Armstrong Center. During the Fall and Spring semesters, the Helpdesk is available from 8 am to 8 pm Monday through Thursday and from 8 am to 5 pm on Friday.

**Electronic Requests:** Visit https://techcenter.armstrong.edu/ and enter your Port of Armstrong ID and password to enter a request yourself and check on the status of your requests.

IT Services Helpdesk
helpdesk@armstrong.edu
http://www.armstrong.edu/Departments/cis/cis_welcome
Armstrong Center Suite 16
Telephone: 912-344-2518