Computer/Internet Access
To log on to a Hood College computer, you must have a network account/username. If you do not have one or you have forgotten your password, please contact End User Computing (EUC), located on the 4th floor of Alumnae Hall, Room 401, by email at euc@hood.edu, at (301) 696-3622 or ext. 3622 on campus.

When you log on to a Hood College computer, you will see a window with fields for your Username, Password and Domain. Enter your username and password in the appropriate fields. The domain should read PERGOLA. If not, click the arrow next to Domain and select PERGOLA. Then click OK and the computer will log you on. The logon process can take a while (sometimes up to 60 seconds) to complete. If the computer does not log you on, try using another computer. If you are still unable to log on, call EUC at ext. 3622. It is important to remember to log off before leaving a computer. If you don't log off, anyone could have access to the computer and therefore be able to read and change your files.

Changing Your Password
Open the Hood College website (www.hood.edu) and select Current Students off the top menu. Under the column titled Ap-Links, select Change Password. This will create a secure connection to the Password Change and Recovery secure website. You can also arrive at this website by navigating to https://password.hood.edu. On the left side menu click Change Password and enter the correct domain (students should always choose Pergola from the drop down menu) and your username and password provided in your enrollment confirmation letter. In the next two fields enter what you would like your new password to be; passwords have an eight character minimum and should be a unique combination of letters, numbers or symbols that is unrelated to your personal information and is difficult to guess. After all fields are filled in, click the Change Password button beneath the last field. When you see the success screen, click Continue. After changing your password, click on the Enroll Now button to answer a series of questions which will help you recover your password should you forget it in the future. If you receive an error, try reentering the information. It is possible that the data was mistyped. If you continue to encounter errors, click Cancel to exit. Contact the information technology department for help at (301) 696-3622 or euc@hood.edu.

E-mail Access Instructions
Open the Hood College website (www.hood.edu) and select Current Students off the top menu. Under the column titled ApLinks, select Hood in the Cloud and you will be redirected to the Outlook Live sign-in page. You can also reach this page at http://www.outlook.com/hood. For your Windows Live ID, enter <HOOD USERNAME>@hood.edu (i.e. abc1@hood.edu) and then your Hood password NOTE: If you have never logged into your Hood Live@edu mailbox, you must first change your password (See the instructions for changing your password under the previous heading). The first time you log in, you may be asked to set your time zone, language and vision requirements prior to being taken to your inbox. Answer the series of questions and your first login is complete. All future correspondence from Hood College will now be found in your Hood in the Cloud inbox.

E-mail Forwarding
You may choose to redirect your Hood email to an alternate email address. The next page shows two methods to redirect your Hood email.
Redirect All Mail

- Log into your Live@edu mailbox;
- Click on “Options” which is located in the upper right corner of your mailbox. Choose “See all options”;
- On the “Connected Accounts” tab, find the “Forwarding” section at the bottom of the page;
- Enter the alternate email address you wish to redirect your Hood email. If you wish to keep a copy of your Hood correspondence within your Hood mailbox, check “Keep a copy of forwarded messages in Outlook Web App”;
- Click “Start Forwarding” (lower right corner of page) to save your changes.

Redirect Specific Mail (inbox rules)

- Log into your Live@edu mailbox;
- Click on “Options” which is located in the upper right corner of your mailbox. Choose “Create an inbox rule...”;
- On the “Inbox Rules” tab, click “New”;
- Under “When the message arrives” you may build a rule for filtering your Hood email or simply redirect all messages to your alternate email address. Guidance for building rules is provided within each rule sections by clicking on the “?” which is located in the upper right corner of the rule building section in which you are working;
- Click “OK” to save your selections and return to the new rule window;
- Click “Save” to save your rule and return to the “Inbox Rules” tab;
- Please refer to Student E-Mail section of the Hood website for full instructions on how to create inbox rules.

Computer Labs

Computer labs for student use are located in Rosenstock: 019, 219; Apple: “24-Hour Lab”; Tatem: 107; Hodson: 113, 132, 136, 237, 315; Whitaker Campus Center; and in the Library Reference area and Language Lab. All labs contain a standard suite of applications including Microsoft Office. There will be additional applications installed that are course- or discipline-specific.

Printing

When you log on in a Hood computer lab, the printer in that lab will automatically become your default printer. Just click the print shortcut (in such applications as Microsoft Word) to automatically send the print to the printer in that lab. Every full-time student is authorized to print up to 1,000 black and white pages per semester on Hood printers without charge; part-time students are authorized 500 black and white pages. If you exceed this quota, you can purchase additional increases from the Accounting office on the second floor of Alumnae Hall. Once you have made the purchase, bring your receipt to End User Computing (EUC) on the fourth floor to activate your quota increase.

Support

For any account, network access or Hood computer lab–related problems, please contact End User Computing (EUC) at ext. 3622 (on campus) or (301) 696-3622 (off campus). Place a work order to receive help with your problem or question by leaving your contact information (name, phone, e-mail, best time to reach you), your username and a description of the problem or question. You may also submit a work order using e-mail to euc@hood.edu or through the Hood website. Student computer and e-mail account information or password resets will be handled Monday thru Friday from 8:30 a.m. to 4:30 p.m. by calling the number above or visiting EUC in person. EUC is located on the fourth floor of Alumnae Hall, Room 401.
Storage Space
Students have 25GB of storage space available online via “Hood in the Cloud”. To access this storage, log on to your Hood email, then from the top menu select “More” and then select “SkyDrive”. You can also access SkyDrive from within your applications. Instructions can be found on the Hood website. From the Hood website, select “Campus Services”, then select “Information Technology”, then select “Hood in the Cloud” to view the instructions.

In addition, you have 100MB of network storage on Hood’s student file servicer. This location is automatically mapped to drive Z: when you are using a Hood Lab computer.

Free Microsoft Office
Students have access to Microsoft Office Online from any location where you ahve a web browser and internet access via “Hood in the Cloud”. To access the applications, log on to your Hood email, then from the top menu, select “Office.”

Hood Wi-Fi Access
Students have three options for accessing Hood College’s wireless network: secure@hood, unsecure@hood and guest@hood. Full connection instructions can be found on the Hood website by selecting “Campus Services”, then “Information Technology”, then “Network Access” then “Wireless”.

Blackboard

Blackboard is where faculty and students share course and research materials as an augmentation to the classroom. Students can access Blackboard from any computer with an Internet connection. To do so, from the Hood website (www.hood.edu) go to the Current Students tab in dropdown menu at the top of the screen. Select the Blackboard link under the ApLinks section. On the next page, enter your username and password. Your username is the same as your network account/username. If you are a first time user of the Blackboard System, you will use the password assigned to you upon registration.

Student Account Info for Blackboard

If your instructor has indicated that information has been added to the Blackboard system for your course, please follow these steps for logging in and navigating the system.

1. Go to the Blackboard Website (http://blackboard.hood.edu). This site can be accessed on- or off-campus 24 hours a day. Click on the LOGIN button.

2. Enter your username, which is your Hood assigned Pergola account name. Example: abc01

3. Enter your default password which is assigned to you upon your first registration.

4. Click on LOGIN.

5. If you have logged on correctly you are now at the My Institution Page. There are many information tools as well as system tools that you can access from this central page. Any courses for which you are registered, where your instructor has chosen to use Blackboard, can be found on the right hand side of the page with a link in the My Courses box. Click on that link to enter your Blackboard class.

6. Once you have linked to your course site, you can begin to explore the information posted by your instructor. Depending on the extent of your instructor’s use of this supplemental learning tool, you may find no content or a wide range of content containing the Syllabus, Course Documents, Surveys, Discussion Boards, Assignments, Grades and Internet Links to related course topics. Students have view-only rights to content on this course site and cannot change or add any new information.

7. Once you have completed your visit to the site, log out by selecting the LOGOUT button at the top of the screen. This will terminate your active session; to re-enter your course site you will have to log on again.
Self Service

Self Service allows students to access information in the Student Information System (Power Campus) such as grades, unofficial transcripts and account balances.

How to check your grades, class schedule, unofficial transcript and account balance online:

1. Go to the main Hood web page (www.hood.edu/)
2. Select the Current Students tab in the blue bar at the top of the screen, under ApLinks select Self Service from the list
3. On the Self-Service start page, input your Pergola username and password and choose Pergola from the domain drop down list, Click Log In
4. You will see tabs to check your grades, course schedule, unofficial transcript, and account information along the top of the screen

That's all there is to it!

If you run into trouble, e-mail euc@hood.edu or call (301) 696-3622 (ext. 3622 on campus) between 8 a.m. and 4:30 p.m., Monday through Friday.

Note: Future registrations can also be completed directly through Self Service once the registration period begins.