



Dear New River Employee,

Welcome to New River Community and Technical College! To help you get started at New River, I'm including some important information in this letter for you. If you have any questions about the information, please contact our Help Desk for assistance.

New River has recently made significant progress across all of our campus locations in creating a state-of-the-art network, phone system, and many other technology services. As a new full-time employee, you should have a computer and a phone assigned to you. And a New River email account should be created for you and you may have access to other online resources, depending on your position responsibilities (see your supervisor for more details).

To access New River's online resources, you must know your username and password. The links in the table below will be helpful to you as you get started.

To find out if your account has been created and to locate your username, start by searching our online directory (People Search). Your **username** is the part of your email address to the left of the @ symbol. My email address is dayersman@newriver.edu so my username is **dayersman**. Your **password** is your 9-digit New River ID number (it begins with 3-4 zeroes and anyone in Human Resources or at the Help Desk can provide you the information). An example of one would be **000056789**. But to conform to our new complexity requirements for all passwords, your 9-digit ID is only part of your password. We add an uppercase letter "N" in front of the number and a lowercase letter "r" at the end so that it actually looks like this **N000056789r**.

New River home page:	http://www.newriver.edu
Verify you have an email account and locate your username (People Search):	http://www.newriver.edu/directory/
New River Portal	https://my.newriver.edu
Orientation Overview:	https://web.newriver.edu/training/ito75/
Computer Use Policy:	https://web.newriver.edu/procedures/computer-use-policy.pdf
Cisco Phone Information:	https://web.newriver.edu/quicksteps/phones.html
Library Fact Sheet:	https://web.newriver.edu/library-factsheet.html

We strongly encourage you to **change** your password so that it is not easily guessed by anyone. To change your password, click the **Forgot Password** link on the New River portal login page. You will need to enroll into the SSRPM service if you've never used it before and then you can change your password.

www.newriver.edu

**Greenbrier Valley
Campus**
101 Church Street
Lewisburg, WV 24901
304.647.6560
304.647.6561 Fax

**Mercer County
Campus**
1001 Mercer Street
Princeton, WV 24740
304.425.5858
304.425.0860 Fax

**Nicholas County
Campus**
6101 Webster Road
Summersville, WV 26651
304.872.1236
304.872.3587 Fax

**Raleigh County
Campus**
280 University Drive
Beaver, WV 25813
304.929.5450
304.929.5462 Fax

**Central
Administration**
280 University Drive
Beaver, WV 25813
304.929.5445
304.929.5478 Fax

There are a few online services available to you through the portal that will require you to authenticate the first time before you can use them. But once you authenticate that first time, the portal will remember your username and password for these services so that you aren't asked for them each time you access them. These include **Self-Service Banner**, **Leave Management**, and **Internet Native Banner**.

For **Self-Service Banner**, your 9-digit New River ID number is your **User ID** and your 6-digit date of birth (formatted like 122574) is your **PIN**.

We use Kronos for leave management and timekeeping. Each employee must establish a **MyApps** account to access **Kronos**. A link to **MyApps** is available in the portal.

Only select employees use **Internet Native Banner**, but your username is the same as your email username and your password is assigned to you during your initial Banner training provided by your supervisor or by Dara Fann.

I hope your employment experience at New River is a very positive one. For any questions pertaining to technical support please call the Help Desk (304-929-6725) or email us at itsupport@newriver.edu.

Best regards,

A handwritten signature in black ink, appearing to read 'D. Ayersman', with a stylized flourish at the end.

Dr. David J. Ayersman
Vice President for Technology and Library Services
New River Community and Technical College