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 screen shots to assist you in gaining admittance to Trojan Email, Trojan Web Express, Blackboard, and many other resources.

A good place to start is by watching the First Time Student Video. It is approximately 15 minutes long and covers how to log in to Trojan Web Express, Blackboard, and Troy Email. View the video here.

More information is waiting for you below. You can read through the document or click on a question you need answered.

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What is 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 information services.

Students can access Trojan Web Express to view records at any time by going to https://trojanweb.troy.edu/WebAdvisor/WebAdvisor.

How do I log into Trojan Web Express?

Visit the Trojan Web Express website https://trojanweb.troy.edu/WebAdvisor/WebAdvisor.
1. Click **Students**.

2. Click **What's my User ID?**

3. Enter your last name in the Last Name field and either your Social Security Number or your Student ID number and click submit.

4. Your initial password is set to your first initial (capitalized) and the last initial (lowercase) and your 8 digit birth date (mmddyyyy Ex. Ab01231900). Upon logging in you will be asked to change your password. The new password format requires at least 1 uppercase, 1 lower case, and 1 number. The new password has to be between 7 and 25 characters in length.

5. To reset a forgotten Trojan Web Express you may call 1-800-227-4051.

**How do I navigate Trojan Web Express?**

Once you log into Trojan Web Express, you will need to select **Students**. This will take you to the student menu.
View Account and Make Payments – Selecting this link will take you to Student Finances. This area allows you to view your charges to your account and make payments.

Financial Aid – This area allows you to view your award information by term and by year.

My Documents – This allows you to check on the status of your Admissions and Financial Aid 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.
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.

Search for Sections/ Register for Sections – The search for section link allows you to view each term/semester course listing. Once you and your counselor/advisor determine what courses to take, you can register using the register for section link.

Program Evaluation – This allows you to view your program evaluation to determine the courses needed to complete your academic program. You will also be able to verify your transfer credit.

Grades – This allows you to view your grades for each term/semester.

Transcripts – This allows you to view and print your unofficial transcript.

My Class Schedule – This allows you to review your class schedule for the term/semester. You should verify your class schedule after you register each term.

How do I register for classes?

All students using Army Tuition Assistance 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.

1) Log into Trojan Web Express, go to the student’s menu and click Register for Sections.
2) Click **Search and Register for Sections**.

3) In the top drop down box select the term you would like to register for. If you are registering for an accelerated 9-week course you would select the upcoming term. If you are registering for a traditional 16-week course you would select the upcoming semester.
4) In the drop down box under the Subject heading, select the subject you would like to study.

5) SKIP the box under the Course Level heading.

6) Type in the Course Number. (For example, if you want to take ACT 2291, the course number is 2291.)
7) SKIP the box under the heading Section.

8) SKIP all the other boxes and click the Submit button, with only the term, subject, and course number selected. On the next screen, you should see all the courses available. Click the on the box under the Select heading at the far left of the course you would like to take. Click Submit when you’ve chosen the courses you want.

9) On the next screen, find the courses that you selected and under the heading Action, choose Register in the drop down box, and click Submit.

10) You will need to complete military affiliation information.

You are now registered. Please verify your courses in Trojan Web Express under My class schedule.
TROY 1101: All undergraduate 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 an undergraduate 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.

If you are having problems registering through Trojan Web Express, please contact your Student Services Advisor/Counselor.

How do I drop a course or withdraw from all courses?
If you are registered in more than one course and would like to remain in at least one of them, follow these steps:

1. Log into Trojan Web Express, and click Register and Drop Sections.
2. Under Course Registrations, click on the box beside the course(s) you wish to Drop.
3. Submit

You should now be dropped from the course(s) you selected.

To withdraw from all courses you are currently registered for, you must submit a withdrawal form from the online forms page (http://trojan.troy.edu/etroy/forms/index.html). You cannot withdraw from all courses in Trojan Web Express.

The Academic Calendar lists the refund and Drop/Withdrawal deadlines. The Academic Calendar can be found online at http://trojan.troy.edu/etroy/academiccalendar.html.

How do I register, drop, or withdraw if I am using Army Tuition Assistance?
GoArmyEd is the virtual gateway for soldiers serving in the Reserves or on active duty to request Tuition Assistance (TA) online, anytime for classroom and 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
Click Search
Then click on the check mark
TROY 1101: All undergraduate 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 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 and 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.


How do I access my Troy University email account (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 their 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, go to Find Your Email Address.

Your initial password will be your birth date. Example: January 3, 1990, would be 01031990.

Students have a mailbox size limit of 500 MB. All users are able to send and receive emails up to 10 MB.

Trojan Email Help:

- General Information
- Trojan Webmail FAQ
- Password reset request
- Guides offered by the IT Department
- Student IT FAQ

For more assistance, contact: emailhelp@troy.edu or call 1-334-670-5660

What is Blackboard?

The Blackboard Learning System is a comprehensive and flexible e-Learning software platform that delivers a complete course management system. From within Blackboard students can communicate directly with other students and upload assignments. Students will have access to Blackboard within 48 hours of registering for online course.

How do I log into Blackboard?

You must be a registered student to access Blackboard. You can access Blackboard at https://troy.blackboard.com.

Your username for Blackboard is the same as your Trojan Web Express and email usernames.

Your Blackboard password is initially set to the last four digits of your Social Security Number. If you did not provide your SSN to TROY, please call 1-800-414-5756.

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.

Online classes use Blackboard for course access. Your class will not be visible in Blackboard until approximately three days before classes start. If you are unable to access Blackboard by the first day of class, please go to http://helpdesk.troy.edu or click on the Live Chat icon at the top of the Blackboard page.
To view various student tutorials please visit the Blackboard Student Support page. For more assistance, contact blackboardsupport@troy.edu.

How do I order textbooks?
Students taking classes online or at a site can order textbooks by following the directions at http://trojan.troy.edu/etroy/howtoordertextbooks.html. This page also provides information on requesting and using a book voucher.

How do I get a student ID card (Trojan Card)?
Email your digital photo (.jpg or .bmp file) to ucid@troy.edu.

Include the following information:

- Your first and last name
- Your Student ID (seven-digit number which can be found in Trojan Web Express)
- A copy of a photo id card
- Indicate your status as a Student
- Your home location
- Your current mailing address

Once your ID has been created you will receive an email; however, please allow 7 business days for mailing purposes.

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

How do I find a form I need to complete?
Online Forms can be found at http://trojan.troy.edu/etroy/forms/index.html.

What do I do if I have a hold on my account?
All holds must be cleared prior to registration. If you need to inquire about a hold, you may call 1-800-414-5756 to speak with a TROY representative.

How do I apply for Financial Aid?
Information on applying for Financial Aid can be found online at http://trojan.troy.edu/financialaid/. When completing your FAFSA, use Troy University’s institutional code 001047. You may also contact a Financial Aid representative at 1-800-414-5756 for assistance. Any refund will be electronically transferred to your Trojan One Card.

How do I submit a Helpdesk Ticket?
You must have a Trojan Email account in order to create a Helpdesk ticket. Start by going to http://helpdesk.troy.edu/ and click on Create a New Account.
Once you create your account, you will need to log in using your new credentials. You will then click **Submit a Ticket** to start the ticket process.

Follow the dropdown menus provided and enter your problem in the text field to complete the ticket. Click **Finish** when you have explained your problem.

**How do I know what the different deadlines are?**

For information about important dates please reference the academic calendar at [http://trojan.troy.edu/etroy/academiccalendar.html](http://trojan.troy.edu/etroy/academiccalendar.html).

**How do I use my VA benefits?**

Online students may contact Jason Messick at jmessick@troy.edu or Travis McCullough at tmccullough7274@troy.edu for information on VA benefits. If you are an in-class student, you will need to submit your information to your site. Students using VA benefits must complete a VA Certification form each term they wish to use their benefits. This form is located at [https://forms.troy.edu/veterans/index.html](https://forms.troy.edu/veterans/index.html).

**How do I use Military Tuition Assistance (other than Army)?**

Submit your military tuition assistance form at the time of registration to taforms@troy.edu. You may contact Carmen Foster at fosterc@troy.edu or 1-334-448-5121 with any questions.
How do I get accommodations for a disability?

The Adaptive Needs Program provides assistance and accommodations to students with documented disabilities that may impede their academic progress. Services include notifying instructors about specific accommodations to which the student is entitled. Adaptive Needs will not alter the academic requirements of individual courses. For additional information applying for the Adaptive Needs Program, please go to http://trojan.troy.edu/etroy/studentservices/adaptiveneeds.html or email ada@troy.edu.

Can I participate in any study abroad programs?

All Troy University students have the opportunity to participate in TROY Abroad. Studying abroad provides students with quality-learning experiences that increase students' knowledge on an array of issues, advances their critical thinking, tolerance, and understanding of cultural diversity. Studying abroad helps students to gain international awareness, global competency, and to better compete in the worldwide job market. It aids young graduates and professionals to aptly function in multicultural settings and the constantly changing environments of a globalize society. Find more information at http://trojan.troy.edu/internationalprograms/troyabroad/index.html.

I need help but I don’t know where to go!

Don’t worry! Your friendly advisor/counselor is here to help and point you in the right direction. You can find out who this is under My profile in Trojan Web Express or go to https://etroy.troy.edu/Personnel/GCStudentServicesAdvisors.aspx to see a list of the current advisor/counselors. You can also get 24-hour help by calling 1-800-414-5756.