

What Students Should Expect (and Student Resources)

Are my on-campus classes going online?

We have requested for all faculty to prepare now should the need arise to convert current course offerings and support services to an online format. Students should expect for most of this conversion to be in Canvas and Zoom.

- To access Canvas, use the student portal:
<https://my.imperial.edu/login?return=aHR0cHM6Ly9teS5pbXB1cmllhbC5lZHUy>
- If you need help with using Canvas, this is the link to the student Canvas help page: <https://www.imperial.edu/courses-and-programs/distance-education/helpdesk/>
- Many student support services are already available online here: <https://www.imperial.edu/courses-and-programs/distance-education/for-students/online-support/>

Have internet, but need to borrow a device?

We know that not all students have access to internet services or have the electronic device at home needed to participate online. We have asked that instructors be prepared to provide make-up options, if necessary. *We have also asked that faculty be as flexible with students as possible. Please be patient as your instructors adapt.*

- In general, we do not have any option to provide internet services to students for off-site use.
- If you have your own internet service, we have some devices that students may borrow. Please email Tiffany Tukes tiffany.tukes@imperial.edu to request a loan.

Need a textbook or something from the bookstore?

- The bookstore is offering free ground shipping for any textbooks or other orders. Shop here: <https://www.bkstr.com/imperialvalleystore/home>

Regroup (emergency information system)

Should it become necessary to shut down, all students, faculty and staff will be notified by numerous communication methods. These include email, text message, phone message, social media posts and Canvas messages. Students should check their contact information in **Regroup** to make sure it is up to date.

To do this, please follow the following steps:

1. Access Regroup via Portal Guard at <https://sso.imperial.edu>
2. You will need to sign in with your IVC email and password

3. Click on Regroup
4. Click on My Profile on top right corner of page
5. Update your email and phone numbers
6. Make sure that you put a cell phone number as your primary phone number and check the box for Text
7. You can add other phone number and check the box for Voice if that is a land line or text if it is another cell phone number
8. Make sure you check the box entitled "I allow Regroup to send me voice and text messages" on all numbers
9. Make sure you save the changes.

How do I find out what my IVC email address is?

If you do not know your email address, please use this look up system:

<https://www.imperial.edu/students/student-email-lookup/>

How do I forward my IVC emails to my personal email?

If you want to forward your IVC emails to your personal email, use this link (you'll need to login to change your email settings): <https://www.imperial.edu/students/student-email/forwarding-settings/>

How can I access my IVC email?

STEPS TO ACCESS YOUR IVC STUDENT EMAIL:

STEP 1: Go to imperial.edu

STEP 2: Click on For Students

STEP 3: Click on Student Portal

STEP 4: Input your IVC ID (G#) or your social security #

STEP 5: Input your PIN (If it's your first time login into WebSTAR or Student Portal your pin would be your date of birth (mmddyy))

STEP 6: Click on Student Email Info (Located on the top of the page)

STEP 7: Copy your NEW IVC email address

STEP 8: Click on Login [URL:http://outlook.com/students.imperial.edu](http://outlook.com/students.imperial.edu)

STEP 9: Paste your NEW IVC email address to Outlook

STEP 10: Again input your same PIN as in STEP 5 (This PIN will be used for your Email, Student Portal, and WebSTAR)

STEP 11: Select your Language Preference

STEP 12: Click on Time Zone and select Pacific Time (US & Canada)