

2009

# Evangel eUniversity

## **[ANGEL ACCESS AND HELP GUIDE]**

How to access your Angel account, what your computer needs to run Angel, and how to get Angel Technical and User support.

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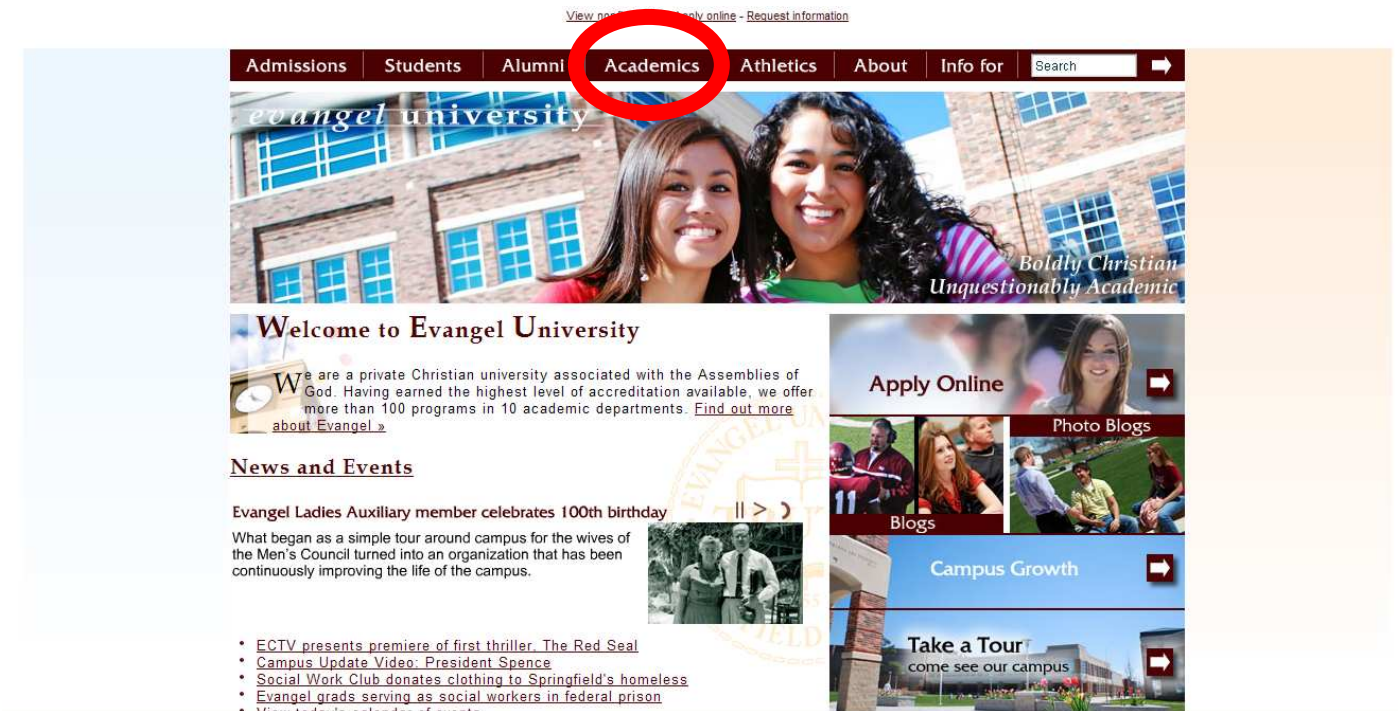
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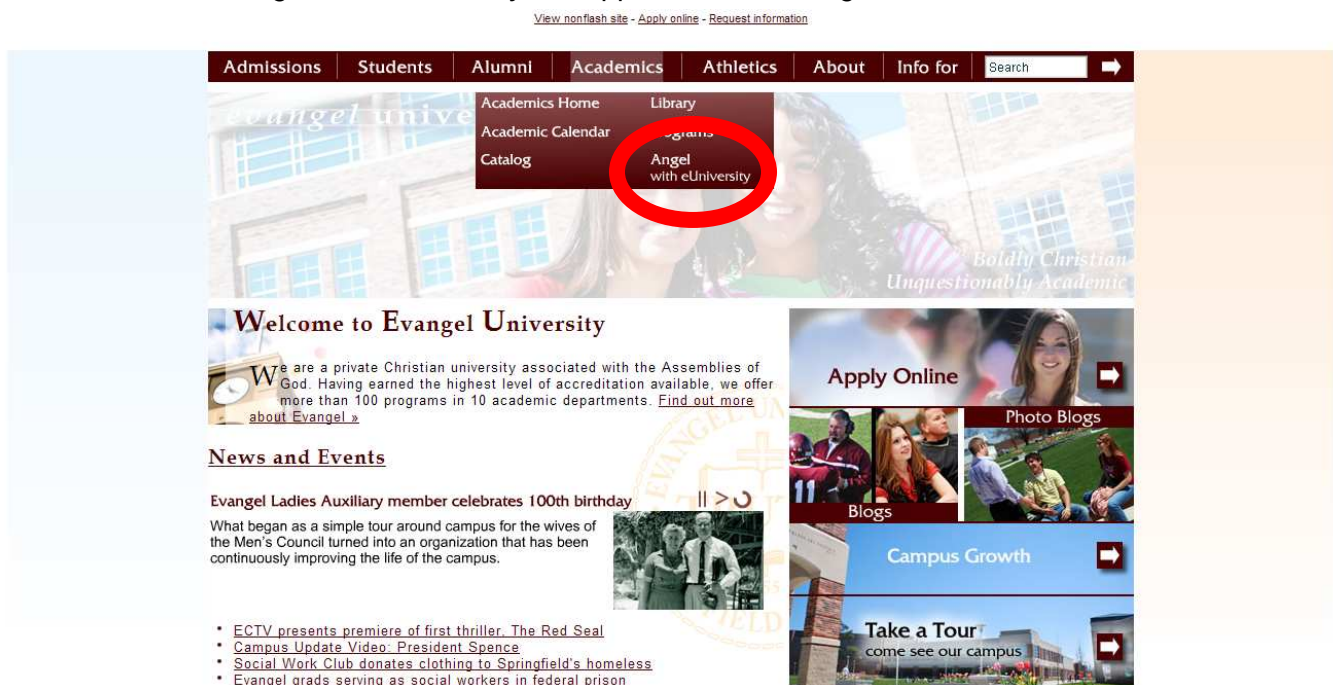
## How to Access Angel:

There are three ways to access the Evangel eUniversity, Angel Login page:

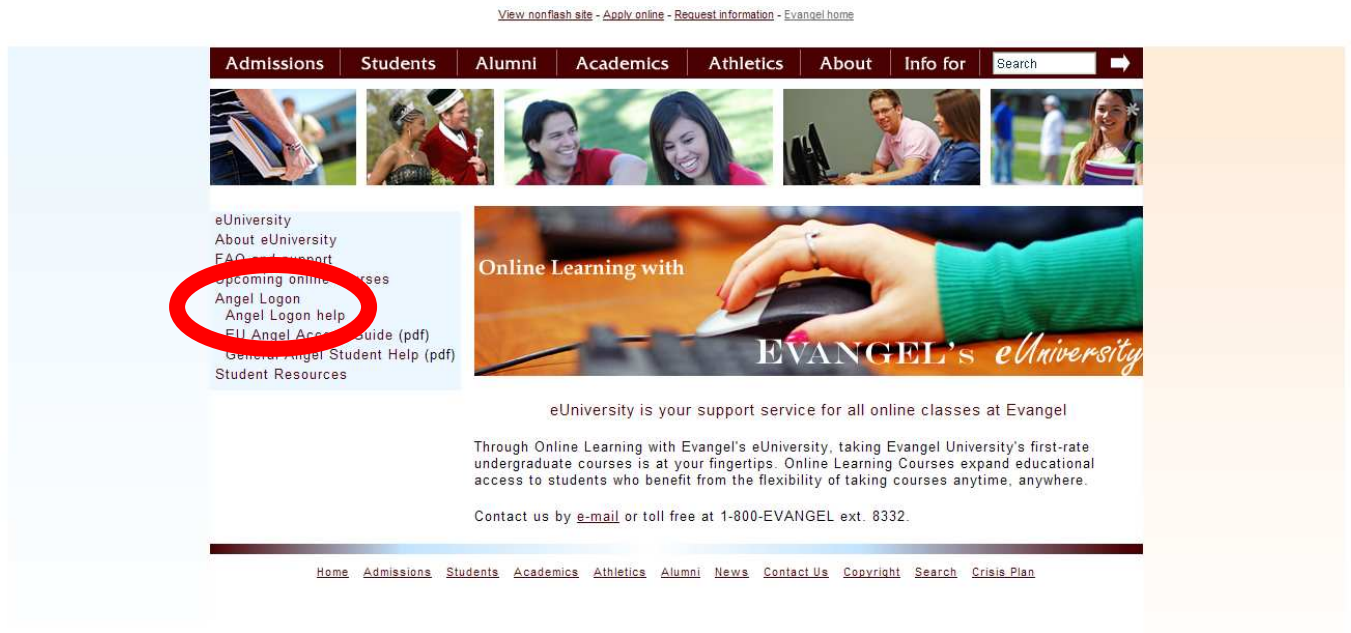
1. Go to the Evangel homepage at [www.evangel.edu](http://www.evangel.edu).
2. Hover your cursor over Academics.



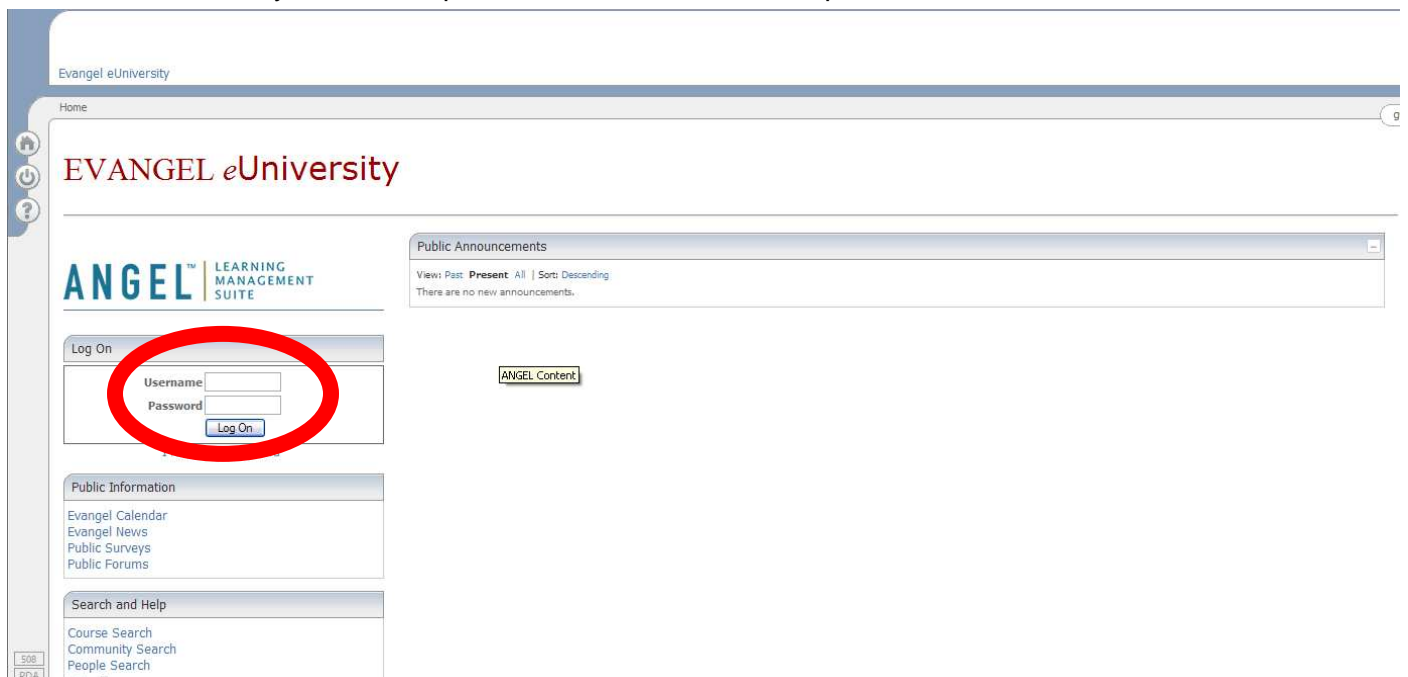
3. The Angel *with eUniversity* link appears to the far right in the menu list.



4. Click the Angel with eUniversity link and the Evangel eUniversity homepage appears.
5. In the light blue, left side menu, click the Angel Logon link.

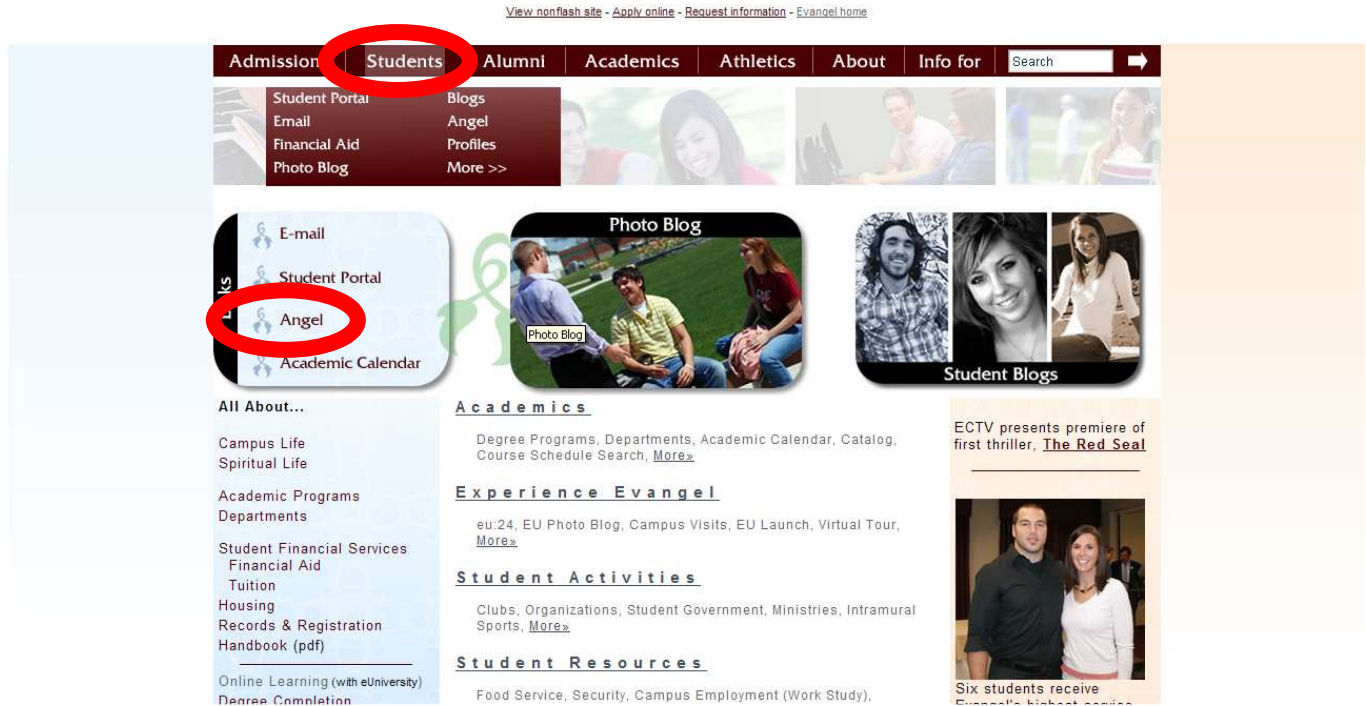


6. The Evangel Angel Logon page appears.
7. Enter your EU computer network username and password.



Or:

1. Go to the Evangel Homepage.
2. Click on Students.
3. Click on the Angel link.



4. The Evangel eUniversity homepage appears.
5. In the light blue, left side menu, click the Angel Logon link.
6. The Evangel Angel Login page appears.
7. Enter your EU computer network username and password.

Or:

1. In your internet browser, type the following URL in the Address bar:  
<https://angel.evangel.edu>
2. The Evangel eUniversity Angel Login page appears.
3. Enter your EU computer network username and password.

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## **Angel Username and Password:**

Your Angel User Name and password are the same username and password required to login to the computers, access the student portal, or access student email on Evangel's campus. If you do not have an Evangel computer network username or password, please contact the IT Helpdesk at 417-865-2815 x8368 or If you have forgotten your password, go to Password Reset, on the Computer Support page accessed through the Current Students homepage. You will need your username to reset your password.

## **Computer Requirements:**

### **Hardware**

If you are buying or upgrading a computer to use for online study, remember that most of the materials on the World Wide Web and CD ROMs and the programs you will use to access them may be graphic-intensive and consequently use a lot of computer memory for access and display. For new computer buyers, many of the package deals now available provide a suitable computer with modem and software. Some deals may also include internet access for an introductory period.

#### **Minimum hardware requirements:**

**PC** - 1.0 GHZ or faster processor (Intel Pentium/Celeron family, AMD Athlon/Duron family, or compatible processor recommended)

**Macintosh** - Same  
minimum of 256 MB RAM  
minimum 1 Gig free disk space  
Ethernet Port or 56K modem

### **Software**

**PC** - Windows XP, SP2 or higher

**Macintosh** - System OSX or higher  
communications software, web browser, email program a word-processing program  
or at least a text editor

ANGEL is designed to support the widest variety of client-side operating systems and client-side browsers through its limited use of client-side technologies. While ANGEL products generally function well in many browsers, the following are formally supported and tested:

- With PCs running Windows OS: Internet Explorer, Firefox and Mozilla
- With Macs running OS X: Firefox and Mozilla

The following list of additional requirements includes browser plug-ins, support for various technologies, and browser features which must be enabled or disabled to take advantage of all the features of the ANGEL LMS and LIVE:

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- Sun Java Runtime Environment 1.4 or greater must be installed and enabled. Available from: <http://www.java.com/en/download/index.jsp>
  - Pop-Up blocking software must be disabled or configured to allow pop-up windows from your ANGEL url.
  - Javascript must be enabled.
  - AJAX (XMLHttpRequest) must be supported and enabled.
  - Presenters (LIVE – Desktop Sharing Presenter Mode) must use a Windows Operating System

Testing is performed on the latest generally available versions for the above platforms and browsers with each General Release of ANGEL products, ensuring full support at that time. For additional information on browser support please visit <http://support.angellearning.com>.

### **Angel Help:**

1. On the Evangel eUniversity homepage, under the Angel Logon link, click on the link marked Angel Student Guide. You will be prompted to download a PDF file (Adobe PDF Reader required). Save the file to your computer for future reference.
2. What's in the Angel Quickstart Guide? Here are just a few things you'll find...
  - a. System Navigation
  - b. How to Read, Send and Forward Course Mail
  - c. How to Take a Quiz
  - d. How to Post to a Discussion Forum
  - e. How to Submit a Drop Box Assignment
  - f. How to Use the Fast!page HTML Editor
  - g. How to use the various tab pages available in Angel

### **Evangel Computer Support:**

#### **Learning Support**

The course instructor (sometimes called teacher, coordinator or facilitator) is the key person for learning support. The type of support will depend on how the learning material is presented in Angel.

If there is a lot of interaction (using bulletin boards, presentations, e-mail), then the instructor will have already made allowances for supporting these features.

If this is your first time using Angel, then you may require more assistance, and again, your instructor will provide this.

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## Technical Support

An IT helpdesk is provided to assist Instructors with technical difficulties. It is important that connection issues with Internet Service Providers, different types of hardware, and software configurations are dealt with in the appropriate way.

Initially, technical support will be provided through course instructors.

Be prepared to provide the following information:

- Your name
- Class attempting to access
- Contact phone number
- Contact email address
- Issue with Angel

Other information:

- operating system
- type and version of browser
- type and version of e-mail
- computer CPU type and speed
- available RAM
- hard disk storage space
- modem type and speed
- Internet Service Provider

Each course you study may have a different instructor. As you study more online modules you may find that *your* expertise can become the support for new students.

The main support is your instructor, however if you are still having technical difficulties, you can contact the Evangel IT Help Desk Support at [417-865-2815](tel:417-865-2815) x8368 between the hours of **8 AM and 10 PM, CST, M-F** or submit a Helpdesk ticket through the IT Student Help Desk: <http://evangel.edu/Students/Resources/CrusaderNet/index.asp>.