[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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How to Access ANGEL:

2. Click on the “Students” link at the top of the page.
3. Click the ANGEL link in the menu on the left.
4. On the ANGEL login page, enter your Evangel username and password.

If you prefer, you can skip the Evangel website and go directly to the ANGEL login page.

1. In your internet browser, type the following URL in the address bar: https://ANGEL.evangel.edu.
2. On the ANGEL login page, enter your Evangel username and password.

**ANGEL Username and Password:**

Your ANGEL username 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 helpdesk@evangel.edu.

If you have forgotten your password, go to Password Reset, on the Current Students page. You will need your username to reset your password.
Computer Requirements:

Hardware

ANGEL is not optimized for the mobile browsers on most tablets and smartphones. You can access ANGEL using these devices, but the functionality and navigation is limited. Therefore it is highly recommended that students access ANGEL using either a laptop or desktop computer.

**Minimum hardware requirements:**

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

Web browser, email program, and 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, Mozilla Firefox, and Google Chrome.
- With Macs running OSX: Mozilla Firefox or Google Chrome.

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.

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:

- Pop-Up blocking software must be disabled or configured to allow pop-up windows from [https://angel.evangel.edu](https://angel.evangel.edu).
- Javascript must be enabled.
- AJAX (XMLHttpRequest) must be supported and enabled.
- Presenters (LIVE – Desktop Sharing Presenter Mode) must use a Windows Operating System
ANGEL Help:

On the ANGEL login page, in the Search and Help Links box, click Help.

The ANGEL Help window will appear. Here, you can browse various topics (click the plus next to the ANGEL 8.0 Student Quickstart Tutorial to expand the contents) or search for a topic. Students can also download a PDF version of this tutorial.
**Evangel Computer Support:**

**Learning Support**

The course instructor 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 in ANGEL (using discussion forums, online presentations, drop boxes), 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 can provide this.

**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 the instructor. If the issue cannot be resolved at this level, contact the IT Helpdesk at 417-865-2815 x8368 or helpdesk@evangel.edu between the hours of 8:00 AM and 10:00 PM Monday through Friday.

Be prepared to provide the following information:

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

In an effort to resolve the issue, IT may also request the following 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 may have a different instructor. As you study more online modules you may find that your expertise can become the support for new students.