A Student’s Guide to TROY
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, Canvas, and many other resources.

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What are Academic Services Associates?

Also known as “Associates” and “ASAs” - Your friendly Academic Services Associate 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 Associates. You can also get 24-hour assistance by calling 1-800-414-5756.

Academic Services Associates (ASAs) are an important resource for students enrolled in online programs. ASAs are familiar with TROY policies from the application process through graduation and assist students with program requirements, evaluations, financial aid, graduation, and other academic and university matters.

ASAs work within the online course to help students by answering questions within the “Ask the Associate” forum and provide assistance with tasks such as Canvas features and functionality, registration, course substitutions, intents to graduate, course scheduling, program requirements, etc.

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 (Colleague ID) and click submit.

4. Your initial password is set to the first letter of your first name (capitalized), the first letter of your last name (lowercase), and your 8 digit birth date (mmddyyyy)

For Example: John Doe with birthday 12/31/1900 would be Jd12311900.
5. Upon logging in you will be asked to change your password. The password format requires at least 1 uppercase, 1 lower case, and 1 number. The new password must be between 7 and 25 characters in length.

6. To reset a forgotten Trojan Web Express password you may call 1-800-414-5756.

**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.

**CURRENT STUDENTS - WEBADVISOR FOR STUDENTS MENU**

The following links may display confidential information.

- **User Account**
  - What’s my User ID?
  - Change Password
  - Address Change

- **Financial Information**
  - View Account and Make Payments
  - 1098 ElectronicCopy

- **Financial Aid**
  - Financial aid status by year
  - Financial aid status by term
  - Financial aid award letter
  - Financial Aid Shopping Sheet
  - Financial Aid Self Service

- **Communication**
  - My Documents

- **Registration**
  - Search for Sections
  - Register for Sections
  - Register and Drop Sections
  - Student Planning Registration
  - Military Initiatives
  - View/Buy Books

- **Academic Planning**
  - Program Evaluation
  - Student Planning Timeline

- **Academic Profile**
  - Grades
  - Grade Point Average by term
  - Transcript
  - Program Evaluation
  - Test Summary
  - My classes/schedule
  - My profile
  - My restrictions

**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 and where you will electronically accept financial aid awards.
My Documents – This allows you 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, TROY has not received the document.

Registration

1. Search for Sections – using at least 3 search criteria, courses and availability can be viewed
2. Register for Sections – scheduled for inactivation – Use Student Planning Registration
3. Register and Drop Sections – scheduled for inactivation – Use Student Planning Registration
4. Student Planning Registration – course and section selection and registration. Also to drop individual courses. Not used to drop all courses – contact your Associate for assistance.
5. Military Affiliations – military students should enter current status
6. View/Buy Books – once registered, Troy University/Barnes and Noble Bookstore will show which course material is required by the instructor for the course/section you selected

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. You can also see how your courses would apply to other programs of interest.

Student Planning Advising – This is where you will go to “View Your Progress” and “Plan your Degree & Register for Classes”. See details in the next section.

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

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

My profile – Shows the demographic information on file with Troy University, your Student ID number, your advisors (Faculty and/or Academic Services Associate), and current academic program.

My Restrictions - Shows holds on account such as Admissions, Business Office, Advising (Faculty and/or Associate), and more that may influence your ability to register for courses.

What is Student Planning?
Student Planning is the resource within Trojan Web Express used to determine degree progress, and plan courses for future terms/semesters. It displays and monitors degree information for each student’s program, such as; required degree coursework by color code, overall and institutional credits, cumulative and institutional GPA, and minimum grade requirements for specific courses.

Student Planning Tutorials
Introduction to Student Planning: https://www.troy.edu/records/studentplanning.html
**How do I get to Student Planning?**
Access Student Planning by logging into Trojan Web Express and clicking on either Student Planning Registration or Student Planning Advising. This takes you to “Planning Overview”

**How do I navigate Student Planning?**
Once logged in, the Planning Overview you see shows the courses you are currently registered for. If you are taking in-class courses, they appear in the grid at the scheduled times.

Clicking on “Student Planning” next to “Planning Overview” brings up a menu with shortcuts. Clicking “Academics” next to “Student Planning” brings up more shortcuts.
**View Your Progress (Go to My Progress)** – The My Progress tab shows your degree program, cumulative and institutional GPAs, catalog year, and color coded progress bars. The “Load Sample Course Plan” allows you to lay a track to see a calendar view of your schedule for the courses you plan to take for the duration of your academic program (Note: if you have 30 or more hours of credit, it is not recommended you use this feature).

The “View a New Program” tab allows you to do a fastest path analysis on academic programs if you are thinking about changing your degree program.

The Requirements section shows you what courses are required for your academic program. It uses a color coding system to denote course status.

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1.</td>
<td>Green – Completed or In Progress</td>
</tr>
<tr>
<td>2.</td>
<td>Yellow – Planned or Fully Planned</td>
</tr>
<tr>
<td>3.</td>
<td>Red – Not Started</td>
</tr>
<tr>
<td>4.</td>
<td>Blue – Fulfilled</td>
</tr>
</tbody>
</table>
The search feature also allows you to search for courses within each section by directing you to the Course Catalog. You can view all sections offered for each course, filter the results, as well as add them to your course plan.

Here are the results from clicking on Search from the Literature section. It brings up all courses that fit this section. They can be filtered by location, term or semester, and other variables.

Plan & Schedule – The Schedule tab allows you to see a calendar view of the courses you are planning to take or are registered for in a particular term or semester. It also gives you the option to drop courses if you are still within the dates to drop classes. You can also click on "View Other Sections" to see other sections of the same course.

Online courses show at the bottom of the calendar without a time/date specification.
The **Timeline** tab allows you to see what courses are planned for which terms/semesters if you have loaded a course plan (laid a track) or planned future courses. This is a high-level overview of your educational path. You and your Faculty Advisor or Academic Service Associate have the ability to arrange or delete these planned courses at your discretion. Completed courses have grades posted.

The **Advising** tab will list your Faculty Advisor and/or Academic Service Associate but it is not recommended that you use this screen to contact them to request a review. Instead, please contact your Associate directly with any questions you may have.

The **Petitions & Waivers** tab records requests, approvals, and waivers.
**Course Catalog** – In the Course Catalog you can begin by selecting a discipline or entering the department in the search box. To search for a course you must type the name of the department, not the abbreviation (ex. Mathematics, not MTH).

Once you select a department you will see all courses that fall under that course designation. You can **Add to Plan** to add a course to your timeline. If we are in a registration period, you will also be able to **View Available Sections**.
How do I register?

There are multiple ways you may register through Student Planning. This guide will go through registration beginning in the Course Catalog. You will also see options to register in My Progress and, if you have planned courses, in your Timeline under Plan & Schedule.

Resources:

- How to Register for Classes (Video)
- Introduction to Student Planning (TROY Registrar Webpage)
- Step-by-Step Course Registration Instructions (PDF)
- Student Tutorial (PDF)

Please note that all students using Army Tuition Assistance must register via the GoArmyEd portal. Any enrollments using Student Planning could result in you having to pay for the course out of pocket.

In the Course Catalog you can view all sections offered for each course, filter the results, as well as add them to your course plan. You can start by selecting a discipline or entering the department in the search box. To search for a course you must type the name of the department, not the abbreviation (ex. Mathematics, not MTH).

Once you select a department you will see all courses that fall under that course designation. Once you find a course you would like to register for, click on View Available Sections. In the screenshot below you will see three sections of ASL 1141 American Sign Language I available.
The first section (XTIA) has seven seats available and it is taught online by Professor J. Kelly. The second section (TSAA) has twelve seats available and is taught on Mondays and Wednesdays on the Troy Campus in Alabama by J. Robertson. You can now add one of the sections to your schedule by clicking **Add Section to Schedule**.

A screen similar to the one below will appear. It provides detailed information about the course. If you approve of the course, click **Add Section to Schedule** again. Leave the Grading selection as **Graded** unless you plan to Audit the course. If you Audit a course you do not receive credit, do not receive Financial Aid, and are billed one-half the normal tuition for the course.
Next, go to your Schedule under Plan & Schedule. Use the arrows to toggle to the correct semester/term. At this point your course is in yellow because it is planned. You are not yet fully registered for this course and section. To register for the course, click Register on the planned course.

Once you are fully registered for a course, it will appear in green and will say Registered. Online courses will show at the bottom of your schedule since they do not have specified meeting times.

**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 Canvas online learning system. If you have completed an orientation course at another university this course may transfer in. Please check with your Academic Services Associate to see if you need TROY 1101 or if you have questions about any other transfer credit.

If you are having problems registering through Student Planning, please contact your Academic Services Associate.
How do I drop a course or withdraw from all courses?

If you wish to drop a course or courses from your schedule and it is still within the allotted schedule change period, go to your Schedule under Plan & Schedule. Find the course you wish to drop and click Drop.

The below screen will appear. Ensure the course you wish you drop from your schedule is selected and click Update.

Once you have been dropped from the course, it will appear in yellow on your schedule. If you wish to remove it from your plan, click the X on the planned course box. You will be asked to confirm the course removal. Click Remove.

To withdraw from all courses you are currently registered for, you must submit a withdrawal form from the online forms page (https://trojan.troy.edu/online/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 https://trojan.troy.edu/online/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 at [https://www.goarmyed.com](https://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.

1. Login to the GoArmyEd portal ([www.GoArmyEd.com](https://www.GoArmyEd.com))
2. Go to My Virtual Education Center
3. Click on Enroll or Drop/Withdraw from a Course
4. Click on Request TA & Enroll in a Course
5. Update your account information and click Account Information Verified
6. Click OK
7. Select a Term
8. Click Class Search
9. Click Search
10. Enter Troy in the College field
11. Enter Subject Code (ACT, CJ, MGT etc.) or click on Search Subject
12. Enter Class type
13. Click Search
14. 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 to the Canvas online learning system. If you have completed an orientation course at another university this course may transfer in. Please check with your Academic Services Associate 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)?**

Visit www.troy.edu.

Quick links to Email, Canvas, and Trojan Web Express are at the top left.

Alternatively, Click on Student/Faculty & Staff to access a more detailed menu. Choose Trojan Email.

Continue to Office 365

If asked, choose Work or school account. Use your Trojan Web Express user name @troy.edu with your Trojan Web Express password. If you do not know your Trojan Web Express ID, go to Find Your Email Address.

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.

“A student's university e-mail address is the official point of communication for all university business conducted with the student.” (Troy University ePolicy, Section 426)
Resetting Your Trojan E-mail Password (and Trojan Web Express)
Students, faculty, and staff can reset their password using TrojanPass.

Help with Trojan E-mail
If you need help accessing your Trojan E-mail, call 1-800-414-5756.

Office 365 Services Available to All Students and Employees
- E-mail, calendars and contacts
- File storage and sharing (including OneDrive)
- Online versions of Office including Word, Excel and PowerPoint
- Office on tablets and phones
- Full, installed Office applications (PC and Mac)
- 50 GB e-mail storage, 1 TB for Office 365 storage

What is Canvas?
The Canvas Learning Management System is the e-Learning platform used for online, web-enhanced, and blended course delivery. Canvas hosts the course area where students will collaborate through the Discussion Board, submit assignments, test and receive announcements and grades from the instructor.

How do I log into Canvas?
After registering, students can access Canvas at https://canvas.troy.edu/. Allow 16 hours after registration for access to Canvas. Your username and password for Canvas is the same as those used for Trojan Web Express and Trojan email.

Online classes use Canvas for course access. Your class will not be visible in Canvas until approximately three days before classes start. You will have cards for each of your classes visible on your dashboard.

If you are unable to access Canvas by the first day of class or for additional assistance, please submit a ticket at https://helpdesk.troy.edu. When submitting a ticket for assistance with Canvas, make sure you choose “Canvas” as the problem type.

Canvas Tutorials
Getting Started with Canvas Course: https://troy.instructure.com/courses/41424
Canvas Student Guide: https://guides.instructure.com/m/4212
**How do I order textbooks?**

Barnes and Noble (B&N) is the official bookstore for all TROY students (TROY Online, TROY Service Centers, and Alabama Campuses). All TROY students will have the option to order textbooks using one of the following methods:

1. In-store at one of the Troy University Campus Bookstores located in Dothan, Montgomery, Phenix City, or Troy, Alabama
2. Online through Trojan Web Express by clicking on the View/Buy Textbook tab after log-in using the following link: [https://splash.troy.edu/go-to/webexpress/](https://splash.troy.edu/go-to/webexpress/)
3. Online through Canvas by clicking on the "Purchase Course Materials" button within each course and adding course material to the "Cart". Once you have added course material for each course simply click "Cart" and checkout. You will have to create an account with Barnes & Noble the first time you checkout.
4. Online through the Barnes & Noble website using the following link: [https://splash.troy.edu/go-to/bookstore/](https://splash.troy.edu/go-to/bookstore/)

For additional information: [https://trojan.troy.edu/online/howtoordertextbooks.html](https://trojan.troy.edu/online/howtoordertextbooks.html).

Contact your Academic Services Associate for additional assistance.

**How do I use the Troy University Library?**

The Troy University Libraries, [https://trojan.troy.edu/library/](https://trojan.troy.edu/library/), help the University fulfill its mission by providing access to information resources in multiple formats and through expert reference assistance. The Troy University Library is committed to building collections that support classroom instruction and help prepare TROY students to meet future opportunities and challenges. A detailed guide to using the library can be found online at [https://trojan.troy.edu/library/documents/globalcampuslibrary.pdf](https://trojan.troy.edu/library/documents/globalcampuslibrary.pdf).

**How do I get a student ID card (Trojan Card)?**

Email your digital photo in JPEG format to trojancardadmin@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
- 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 [https://trojan.troy.edu/online/forms/index.html](https://trojan.troy.edu/online/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 or call your Academic Services Associate.

**How do I apply for Financial Aid?**
Information on applying for Financial Aid can be found online at [https://troy.edu/financialaid/](https://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 you through BankMobile. Look for a bright green envelope containing your Refund Selection Kit. For more information about refunds: [https://www.troy.edu/refunds/](https://www.troy.edu/refunds/).

**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 [https://helpdesk.troy.edu/](https://helpdesk.troy.edu/) and click on **Sign In** at the top right. Use your Trojan Web Express credentials.

You can search the **Knowledgebase** or **Submit Helpdesk Ticket**.

Clicking Submit Helpdesk Ticket will take you to the Service Catalog. Use the descriptions to choose the category that fits your needs. Provide as much detail as possible. You will be given the option to include attachments. Screenshots of error messages are helpful.
How do I know what the different deadlines are?
For information about important dates please reference the Academic Calendar at https://trojan.troy.edu/online/academiccalendar.html.

How do I use my VA benefits?
Detailed Veterans Benefits Information: https://www.troy.edu/financialaid/vetinfo.html

Online students may contact Jason Messick at jmessick@troy.edu, Travis McCullough at tmccullough7274@troy.edu, Terron Mickey at tmickey@troy.edu, and Sarah Marusich at smarusich@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/index1.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 email Carmen Foster at fosterc@troy.edu or call her at 1-334-448-5121 with any questions.

How do I get accommodations for a disability?
Disability Services 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. Disability Services will not alter the academic requirements of individual courses. For additional information applying for the Disability Services, please go to https://www.troy.edu/studentdevelopment/student-disability-services.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 https://www.troy.edu/international/troyabroad/index.html.

Do you have tutoring available?
Troy University offers a free, unlimited, online tutoring service for students in a variety of subjects through NetTutor. All NetTutor tutors have a four-year degree from an accredited university and excellent communication and writing skills. To access this free, unlimited, online tutoring service, simply click the link to "NetTutor" in the course navigation area of your Canvas courses.

Students also have access to the Online Writing Center, located in the Trojan Café. Here you will find the Online Writing Center (OWC), where you will be able to access handouts and learning modules, ask questions, and submit your writing for review by our tutors. This is a free service provided to you by TROY Online.
**What is Trojan Café?**

Trojan Café, available at [https://canvas.troy.edu/](https://canvas.troy.edu/), is the only online community where ALL TROY students can get together to communicate, participate, and celebrate the incredible Warrior Spirit found only at TROY. It’s student-focused. It’s informative. It’s fun.

Students can:

- Communicate with their peers in Student Forums
- Read inspiring stories about real TROY students
- Get connected to Career Services tailored to their degree program
- Access tools that will streamline the student experience
- Participate in events and contests
- Win TROY gear and prizes!
- Celebrate the Spirit of TROY from anywhere
- And much, much more!

**Now that I’m a TROY Trojan, where can I get some Trojan Gear?**

You can purchase Troy University apparel, gifts, and accessories online at the Troy University Bookstore (Barnes and Noble) and the Stadium Store (ScreenTech): [https://splash.troy.edu/go-to/gear/](https://splash.troy.edu/go-to/gear/).

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

Don’t worry! Your friendly Academic Services Associate 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](https://etroy.troy.edu/Personnel/GCStudentServicesAdvisors.aspx) to see a list of the current Associates. You can also get 24-hour assistance by calling 1-800-414-5756.

**Links to important resources**

- Academic Calendar – [https://trojan.troy.edu/online/academiccalendar.html](https://trojan.troy.edu/online/academiccalendar.html)
- Academic Catalogs – [https://www.troy.edu/catalogs/](https://www.troy.edu/catalogs/)
- Canvas - [https://canvas.troy.edu/](https://canvas.troy.edu/)
- Degree Maps – [https://trojan.troy.edu/records/my-degree-map/index.html](https://trojan.troy.edu/records/my-degree-map/index.html)
- Disability Services – [https://trojan.troy.edu/online/studentservices/adaptiveneeds.html](https://trojan.troy.edu/online/studentservices/adaptiveneeds.html)
- Fees – [https://trojan.troy.edu/online/tuition.html](https://trojan.troy.edu/online/tuition.html)
- Forms -- [https://trojan.troy.edu/online/forms/index.html](https://trojan.troy.edu/online/forms/index.html)
- Helpdesk – [https://helpdesk.troy.edu](https://helpdesk.troy.edu)
- Oracle (Student Handbook) – [https://www.troy.edu/oracle/](https://www.troy.edu/oracle/)
- Schedule of Classes – [https://trojan.troy.edu/schedules/](https://trojan.troy.edu/schedules/) or [https://trojan.troy.edu/online/schedule/](https://trojan.troy.edu/online/schedule/)
- Student Self-Service – [https://sss.troy.edu/Student/](https://sss.troy.edu/Student/)
- Textbooks – [https://trojan.troy.edu/online/howtoordertextbooks.html](https://trojan.troy.edu/online/howtoordertextbooks.html)
- Trojan Email – [https://splash.troy.edu/go-to/mail/](https://splash.troy.edu/go-to/mail/)
- Trojan Web Express – [https://splash.troy.edu/go-to/webexpress/](https://splash.troy.edu/go-to/webexpress/)