OSHER LIFELONG LEARNING INSTITUTE
AT THE UNIVERSITY OF RICHMOND
In the
SCHOOL OF PROFESSIONAL AND CONTINUING STUDIES

MEMBER HANDBOOK

Osher Lifelong Learning Institute
School of Professional and Continuing Studies
University of Richmond, VA 23173
Secure FAX: (804) 287-1264

Osher Office
Special Programs Building (#31 on UR Campus Map) Room 100
Peggy Watson, director, margaret.watson@richmond.edu, (804) 287-6344
Debra Guild, office coordinator, dguild@richmond.edu, (804) 287-6608

Osher is online at http://spcs.richmond.edu/oshers/

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TABLE OF CONTENTS

WELCOME TO THE Osher Institute! PAGE 2
OSHER INSTITUTE HISTORY, MISSION AND VALUES PAGE 3
HOW THE Osher INSTITUTE IS ORGANIZED PAGE 4
YOUR Osher MEMBER BENEFITS PAGE 4
CONSIDER SERVING AS A VOLUNTEER PAGE 7
VOLUNTEER OPPORTUNITIES PAGE 8
STAYING INFORMED: IMPORTANT MEMBER INFORMATION PAGE 9
OSHER INSTITUTE MEMBERSHIP TYPES AND FEES PAGE 10
REGISTRATION FOR Osher CLASSES AND PROGRAMS PAGE 11
UR COMMUNITY PROGRAMS OPEN TO Osher MEMBERS PAGE 12
YOUR FEEDBACK IS INVITED PAGE 12
OSHER MEMBER UR COMPUTER NETWORK ACCOUNT PAGE 13

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WELCOME TO THE Osher INSTITUTE!

This handbook has been prepared to help you become familiar with every aspect of the Osher Institute and to know how to take full advantage of the many benefits that are yours through your Osher membership. We hope you will take part in one of the Osher member orientation programs held each semester. Please don’t hesitate to contact the Osher office staff with any questions you may have.

You’ve already become acquainted with the contents of the Osher catalog – its terrific class listings, interest groups, UR community programs, campus walks, special events and more. Before long, you will learn what kinds of courses and programs you most enjoy—large lectures, small friendly discussions, performance groups, etc.

GETTING TO KNOW YOU

As you begin taking Osher classes, please look for the Osher member class assistant in each class and introduce yourself as a new Osher member. The class assistant will ask you to sign in for each class you attend, will have helpful information about Osher class ground rules and will hand out class evaluation forms. Name tents or badges are used in each Osher class to help you learn the names of your fellow Osher students.

FRIENDSHIP

New Osher members looking to enlarge their circle of friends may take advantage of interest groups and special events, in addition to taking courses. Please introduce yourself to other Osher members and know that they are a sociable bunch; they will greet you with a warm welcome.

You will find that friendship is the ultimate result of volunteer involvement because committee work requires plenty of give and take. Volunteer opportunities cover a broad range of services and call for a variety of skills. See more at Volunteer Opportunities.

None of us needs to be reminded that friendships grow within an atmosphere of mutual respect. In the Osher setting, civility, cordiality and sensibility to diversity and different social, political and religious perspectives are expected. In this way Osher encourages a collegial sharing of ideas, experience, and learning.
OSHER INSTITUTE HISTORY, MISSION AND VALUES

In 2003, Senior Associate Dean of the UR School of Professional and Continuing Studies, Dr. Patricia Johnson Brown, met a colleague from California whose university had recently received a grant from the Bernard Osher Foundation to fund a lifelong learning institute. Dr. Brown saw an opportunity for an Osher Institute at UR and initiated contact with the Osher Foundation. After some preliminary discussions, the Osher Foundation invited UR to apply for a grant to start an Osher Institute at UR. Subsequently, the Osher Lifelong Learning Institute at the University of Richmond, School of Professional and Continuing Studies was established in 2004 through a series of grants awarded between 2004 and 2007, and in Fall 2007 our Institute was awarded an endowment from the Bernard Osher Foundation of San Francisco. Our Osher Institute is one of the younger members of the Osher Institute network, with some Institutes having been established as long as 25 years ago.

Our mission is to be a community of mature lifelong learners engaging in stimulating and fun learning activities in an academic setting.

We value: the shared knowledge and talents of our members; the support of our members for the Osher Institute; a spirit of collaboration and respect among Osher members and with the University of Richmond; and the diversity of our members that enhances learning opportunities.

Osher provides intellectual stimulation for a vibrant community of like-minded students age 50 and better. Osher supports healthy aging. Its programs are organized based on the belief that older adults require intellectual stimulation, physical activity, and social engagement. Osher also values life experience: to that end, the majority of the programs are led by older adult volunteers. Osher issues no grades or credit, and there are no prerequisites for participating other than a desire to learn.

As the University of Richmond is a prestigious liberal arts institution, Osher courses and programs “mirror” those of UR. Osher provides programs directed toward the enrichment of life through continued learning. The members are the primary resources. These primary resources, together with those of UR and the community at large, are utilized in bringing a collective body of knowledge and talents to Osher members.

Osher shares a special relationship with UR. UR welcomes and includes Osher as a member of its campus community. UR appreciates the many gifts that Osher members offer to UR students, professors and others. The relationship is one of mutual respect. Osher members are welcome to participate in UR programs and activities that are open to the public, including UR lectures and sporting events.

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HOW THE OSHER INSTITUTE IS ORGANIZED

Like most Osher Institutes (there are approximately 119 throughout the US), our Institute is member-driven, with many Osher members serving in a variety of leadership roles to support the work of the Institute. The Osher Institute is a division of the University of Richmond’s School of Professional and Continuing Studies. The Osher director and administrative coordinator report to the Senior Associate Dean for the SPCS. The Osher Institute Leadership Council is composed of 10 Osher members who are selected by a nominating committee made up of Leadership Council members. In addition to serving on the Leadership Council, Osher members serve on project teams for Curriculum, Development, Leader Support, Marketing and Membership. Osher members are welcome to nominate fellow Osher members, or to self-nominate, for the Leadership Council, and to volunteer to serve on a project team by contacting the Osher Institute director.

OSHER MEMBER BENEFITS

Osher Classes and Programs for Members
Each semester a wide array of learning opportunities are available to Osher members through mini courses, talks, interest groups, trips, special events, and access to audit UR credit classes. All of these opportunities are described in the Osher Schedule of Classes published in August for the Fall semester (late August through early December); in December for the Spring semester (mid-January through early May), and in May for the summer semester (June and July). Complete details of Osher programs are contained in the printed Osher semester schedule and online at osher.richmond.edu.

Each Osher member will receive a copy of the semester Osher schedule in the mail early in the months of May, for the summer semester, August, for the fall semester, and December, for the spring semester. The schedule is also available online at osher.richmond.edu.

Interest Groups
In addition to the many Osher courses and programs, you may be interested in participating in one or more of our ongoing interest groups, designed and led by Osher members. A list of groups with details about each group can be found in the Osher schedule of classes and online. Interest group membership is free to Osher members.

Osher Institute Annual Fund and Osher Institute Scholarships for SPCS Students
Donations help keep Osher membership and course fees affordable. Annual Fund and Planned Gifts are made through the University of Richmond and may be designated for the Osher Institute. Additionally, the Osher Institute and its Leadership Council of Osher members are committed to raising funds to provide scholarships for SPCS students. As little as $1,400 will enable a needy SPCS student to attend a 3-credit class and get closer to reaching the goal of a college degree. Tax deductible donations to the annual fund or for SPCS scholarships may be made by using the online donor form at https://www.uronline.net/givenow or using a printed donor card. Under Donation Information
Designation, please select School of Professional and Continuing Studies, then, at Additional Information Comments, indicate “Osher Annual Fund” or “Osher Institute Scholarships for SPCS Students.”

**UR Network ID and SpiderMail:** Osher Members are eligible to set up a UR computer network ID and password that allows the member to receive UR “SpiderBytes” of upcoming events posted at UR “Gmail.” Instructions on setting up your network ID and password are provided when you join or renew your Osher membership, are available from the Osher office, and are also included as an appendix to this handbook.

**One Card - UR ID Card:** To receive your One Card (this includes having your picture taken) stop by the One-Card Services office, with your UR ID number in hand (number may be obtained from the Osher Institute office upon receipt of member welcome email from Osher office). The One Card Services office is open between 8:30 a.m. and 5 pm, Monday through Friday, and is located in the Heilman Dining Center, next to the post office. During school breaks, One Card Services office may follow a shortened schedule.

Your One Card can be used to:
1. Check out books and films at the Boatwright Library.
2. Receive discounts at the Osher member rate for Modlin performances and the faculty/staff rate for UR athletic events.
3. Use the One Card as a debit “SpiderCard” after the member deposits funds by calling (804) 289-8769.
4. Obtain discounts from Richmond area merchants that offer discounts to bearers of student IDs, such as computer vendors, entertainment venues, etc.

**Campus Parking**
Osher members receive a vehicle tag from the Osher office for parking on campus, valid for the member’s current year of Osher membership. The repositionable adhesive tag must be displayed at all times when parking on campus for any purpose. The tag is placed inside the rear window on the driver’s side. Osher member parking is allowed ONLY in these posted parking areas listed below (look for lot number sign at lot entrance; for a campus parking map go to [http://www.richmond.edu/visit/maps/index.html](http://www.richmond.edu/visit/maps/index.html)):
- **B3** (across from Robins Stadium)
- **B5** (across from Robins Center)
- **B6** (next to Robins Center)
- **R10 rows A, B, C** (along Gateway Road)
- **W37** (on Crenshaw Way)
- **W38** (on Crenshaw Way behind Modlin Center)
- **W39 and W40** (on Crenshaw Way)

With the parking tag properly displayed, Osher members may park after posted hours in Faculty & Staff lots. Please park only in paved, designated parking spaces. Handicapped parking is available throughout the campus with valid personal handicapped parking tag.

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Violators will be ticketed by UR campus parking office, and towing is enforced in certain areas on campus.

**Campus Walks and Orientation Tours.** Led by Osher members, campus tours are offered each semester. The purpose of this tour is to orient and inform members about the beautiful campus, UR’s buildings and campus-life opportunities for Osher members.

**Boatwright Memorial Library.** Osher members have library privileges that include: borrowing books, audiobooks and music recordings; use of more than 100 online library databases that can be accessed from the UR campus via a UR network ID and password (See ‘UR Network ID and SpiderMail’ information previously mentioned.); credit to print up to 200 copies at the Boatwright Library. Be sure to sign up for the tour of the library; details are in the Osher semester schedule.

**Modlin Center.** Members are eligible for the Osher member discount for individual Modlin Center performances (not applicable to season subscriptions) and may purchase tickets when they go on sale to the UR campus community, usually in early August of each year. Please note that the Senior (65+) rate for a season subscription package is comparable to the Osher member discount rate for individual tickets.

**Technology Learning Center (TLC).** The TLC is available for use by Osher members with a valid One Card and an activated University network ID and password. TLC resources include a Macintosh and PC production lab and training materials available for checkout. Help is available from student lab assistants. Priority for use of equipment and lab assistance is given to undergraduates working on academic projects. The TLC is located on the 3rd floor of the Boatwright Library. More information is available online at [http://www.richmond.edu](http://www.richmond.edu) by selecting “Technology Learning Center” in the Campus Directory or by calling (804) 289-8772.

**Civic Engagement.** Osher members may join undergraduate students, faculty, staff and community members to address civic and social issues through action, reflection and research at the UR Bonner Center for Civic Engagement. The center is located in Tyler Haynes Commons, second floor. The center matches volunteers with opportunities to help in the metro-Richmond area and sponsors brown bag lunch discussions during the Fall and Spring semesters. Osher members may use the Center for Civic Engagement to apply for volunteer opportunities. For more information visit the Center Web site at [http://www.engage.richmond.edu](http://www.engage.richmond.edu) or call (804) 484-1600.

**CONSIDER SERVING AS A VOLUNTEER**

The Osher Institute depends on its members to serve as volunteers, to help the Osher Institute grow and thrive. Volunteers defray costs that would otherwise have to be covered through member dues. Member volunteers serve on various project teams. All Osher course leaders serve as unpaid volunteers, whether they are Osher members, University faculty or individuals from the Richmond area.

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The program quality of Osher classes continues to be the core of the Osher Institute’s recognized success and leadership in the Lifelong Learning Institute (LLI) field.

Volunteering offers opportunities for enjoyment beyond that of participating in class experiences and should be personally satisfying and rewarding. Further, you need not have prior experience or expertise in a particular field, although this is always welcomed and in a few cases, necessary. Everyone has the talent to help in some capacity. All members should ask themselves what they can do. Training, when necessary, is available. You should volunteer to do only what you want to do. We know your time is valuable. We do not ask you to put in more time than you can handle comfortably or serve longer than desirable.

Individual members can help promote the Osher Institute by sharing Osher Institute semester schedules with friends, and dropping off Osher schedules at area libraries, doctors’ offices, gyms, etc.; extra copies of the Osher schedules are available from the Osher Office. Of course, some members may not always be in a position to volunteer. That is fine. Your membership is what is most cherished.

HOW YOU CAN VOLUNTEER
Please do not wait to be asked. Rather, take the initiative. Osher project team chairs and Leadership Council members are always on the lookout for help. After checking out the opportunities, you may find a particular job attractive to you. Call the Osher office at (804) 287-6344 and offer your services or check the Osher website for the name of the Leadership Council member who chairs the committee that interests you.

WHAT IS EXPECTED OF VOLUNTEERS
Always show up on time. Attend project team meetings or let your project team chair know in advance of your absence. The Osher Institute thrives on new ideas. Feel free to share your ideas with your chair or leader and be willing to follow up if you’ve been given a green light. No matter how small or large the job may seem, it is essential to Osher’s success.

WHAT YOU CAN EXPECT
You should expect clear and professional communication from your leader, appreciation for your time and effort, respect, and whatever training is necessary. If you feel there are deficiencies in any area, talk with the person overseeing the activity. Feel free to speak to Osher staff if you notice that something needs to be addressed.

VOLUNTEER OPPORTUNITIES

OSHER INSTITUTE COURSE AND PROGRAM LEADERS
All Osher course and program leaders serve as unpaid volunteers. Many of them are Osher members. Prior teaching experience is not a requirement for serving as an Osher course or program leader. Our course leaders are both professionals and amateurs who are excited about their fields of interest and who wish to improve their knowledge and skills for helping other lifelong learners engage with new learning opportunities and with one another. The Osher Leader Development/Support Team provides a
short introductory workshop to identify interests and skills and to provide instruction and materials to those who have a desire to share their love of a topic by serving as course or program leaders. An Osher Class/Discussion Group/ Activity Leader Handbook is available online at http://spcs.richmond.edu/usher/.

**OSHER CLASS ASSISTANTS**
Osher office staff will recruit, from the class roster of registered Osher students, a class assistant to assist the class leader. Class assistant guidelines are provided by the Osher office. The class assistant monitors the class attendance, hands out student evaluations and the course leader survey, and other duties as needed.

**OSHER PROJECT TEAMS**
The strength of Osher’s program comes from member input and participation. Osher members who are interested in the program are encouraged to join one or more of the following project teams. Please contact Osher staff about joining a team, and you will be connected with the appropriate team leader.

**Curriculum Team:** Recruit volunteer leaders for Osher courses and programs each semester; assist course leaders with the development of course/program ideas.

**Development Team:** Plan and coordinate, in concert with Osher and UR staff, fund-raising events for the Osher Institute that help to keep Osher membership and course fees affordable.

**Leader Development/Support Team:** Ensure effective classroom environments by assisting volunteer course/program leaders in using classroom audiovisual and computer/information technology equipment; ensure that the needs of course leaders are met; train new or potential course leaders.

**Marketing Team:** Promote the Osher Institute to the community to create positive visibility and attract new members; increase the number of members, especially UR alums and working adults; organize and train a speakers bureau to promote the Osher Institute to organizations in the Richmond area, such as Kiwanis, Rotary, New Virginians, area retirement communities and others whose members may be interested in becoming Osher Institute members.

**Membership Team:** Promote membership retention and satisfaction through member orientation, a member handbook, an annual member mixer, member breakfasts and dinners each semester at the Heilman Dining Center, and new member welcome calls.

**Newsletter Team:** Produce a newsletter each semester to highlight news about Osher members and the Institute.

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**STAYING INFORMED: IMPORTANT MEMBER INFORMATION**

**THE OSHER SCHEDULE OF CLASSES**
The current semester’s Osher schedule of classes is the primary source of information about the ongoing operation of Osher. In addition to courses, special events and interest groups, members will find other...
helpful information. A copy of the schedule will be mailed to members about a month before the start of each semester. The Osher schedule is also online at [osher.richmond.edu](http://osher.richmond.edu).

**NAVIGATING THE UR CAMPUS**

All campus buildings and parking areas are detailed on the UR campus map at richmond.edu/visit/maps. Maps are also available in the Osher office. We strongly recommend becoming familiar with the campus and parking areas well in advance of the time of your class or program on campus. A great way to do this is through one of the campus walks! (see: Your Osher Member Benefits). At peak times, the parking area closest to your class or program may be full, so you may want to allow extra time to walk from an alternate parking lot on campus.

**OUR WEBSITE**

Osher’s website is osher.richmond.edu and contains the current Osher class/program schedule and a vast amount of information about UR and Osher. The website is updated frequently. It contains answers to most questions about the Osher Institute.

**EMAIL MESSAGES**

Please check your email frequently for communications from the Osher Institute. Your course registration confirmation and important class details (where the classroom is located, where to park, special class instructions) will come via email a few days before the start date of each class that you have registered for. Periodic email blasts about special UR events and opportunities for Osher members are also sent.

**OSHER NEWSLETTER**

Three times a year, a web link to the online “Osher Insider” e-newsletter is emailed to all members. This publication gives timely, informative and interesting news about ongoing Osher and UR activities and participants. Please email suggestions for articles or contributions to the email addresses indicated in the Osher Insider or contact the Osher office.

**EMERGENCIES ON CAMPUS**

DO NOT DIAL 911 FOR CAMPUS EMERGENCIES. Report a campus emergency by using the phone in any classroom, press the red button for ‘campus police’ and report emergency to campus police dispatcher who will contact and direct emergency personnel to location of emergency. To sign up to receive campus emergency alerts go to urnalert.bbcportal.com.

**OSHER INSTITUTE MEMBERSHIP TYPES AND FEES**

You can become an Osher member at any time during the year for as little as $75 per year. An Osher Membership Form is online at [osher.richmond.edu](http://osher.richmond.edu). Your membership is valid for one year from the date you join. What follows is a summary of membership levels and benefits:
• **GOLD $350/year (rolling 12-month)** The Gold membership is perfect for individuals who want to take advantage of the entire Osher experience. This individual membership includes a UR One Card and e-mail address, parking pass, and full use of the library including access to online databases while on campus. In addition, Gold members have unlimited access to all Osher courses included in the catalog’s schedule of classes free of charge and may also audit semester-long credit courses free of charge. This does not include off-campus trips, which require an additional fee.

• **SILVER $75/year (rolling 12-month):** The Silver membership is the perfect “get acquainted” level for individuals who are interested in seeing what Osher has to offer. For this annual fee, an individual receives a UR One Card and e-mail address, parking pass, full student-status use of the library including access to online databases while on campus, and access to register for Osher courses. However, Silver members pay for each course in which they enroll. Silver members pay $100 to audit available semester-long credit courses. Course fees are listed in the catalog’s schedule of classes.

• **UR Osher $25/year (rolling 12-month):** This membership level is for UR faculty, staff and retirees, who may use their tuition remission benefit to cover Osher course/program fees.

**UPGRADING YOUR MEMBERSHIP:** A Silver member can update to an all-inclusive Gold membership, allowing that member to register for as many classes as desired. Silver members may upgrade to Gold at any time during the first six months of the membership year. Upgrades will not change the membership term dates. When upgrading, the $75 Silver membership fee will be applied to the upgrade.

**REFUND POLICY**
Course fees paid cannot be refunded and cannot be applied to membership fees. Membership fees cannot be credited or refunded, except when upgrading your membership (see above).

**PAYMENTS**
We accept checks (made payable to the University of Richmond), VISA, Master Card or American Express. **When paying by check, payment of membership fee and course registration fees must be submitted on separate checks.**

**SCHOLARSHIPS for OSHER CLASSES**
Osher is pleased to be able to offer scholarships for on-campus Osher mini-courses. Please encourage individuals who may be in financial need to inquire about a scholarship by calling the Osher office. Scholarships are not available for Osher memberships.

**REGISTRATION FOR OSHER CLASSES AND PROGRAMS**
Most Osher classes and programs require registration using the Osher registration form found in the Osher schedule published each semester and online at [osopher.richmond.edu](osopher.richmond.edu). Due to the high volume of

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Osher member registrations and the small Osher staff, phone registrations are not accepted. To assure a spot in the class or program and to allow needed time for processing, completed registrations should be turned in at least one week before the start date of the class or program.

**UR COMMUNITY PROGRAMS OPEN TO OSHER MEMBERS**

We are fortunate that Osher Institute members are welcome members of the larger UR community and hope that you will enjoy the programs listed below.

**Heilman Dining Center:** all-you-can-eat, cafeteria style meals. No reservations needed. The Dining Center is open to the public. Senior discounts are available. Go to dining.richmond.edu for menu and schedule details.

**Tyler's Grill:** in Tyler Haynes Commons, serving fast food; go to dining.richmond.edu for menu and schedule details.

**Free lectures** and **programs** on the UR campus sponsored by these UR organizations:

- **International Film Series** (804) 289-8660, online at [http://library.richmond.edu/mrc/international-film-series.html](http://library.richmond.edu/mrc/international-film-series.html)
- **Jepson Forum** (804) 287-6627, email Jepson@richmond.edu
- **University Museums** (804) 289-8276, online at [http://museums.richmond.edu](http://museums.richmond.edu)
- **Center for Civic Engagement** online at engage.richmond.edu
- **WILL/WGSS Speaker Series** (804) 289-8578, online at [http://will.richmond.edu/speaker-series/index.html](http://will.richmond.edu/speaker-series/index.html)

**Weinstein Center for Recreation and Wellness:** Community memberships may be available for purchase; call (804) 289-8361.

**UR Speech Center:** assistance with preparing for public speaking; go to [http://speech.richmond.edu](http://speech.richmond.edu).

**YOUR FEEDBACK IS INVITED**

In addition to completing individual course evaluations, please feel free to direct your questions or suggestions for improvements to the Osher office staff at margaret.watson@richmond.edu, dguild@richmond.edu, or by phone to (804) 287-6344 or (804) 287-6608

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Osher Member UR Computer Network Account

Benefits:
As a benefit of your Osher Institute membership, you may activate a University of Richmond computer network account (network ID) and enjoy these benefits:

• “SpiderBytes” of UR events and news, via a UR “Google Mail” (gmail) account, via the internet on a personal computer off-campus, or from an on-campus computer (such as at the UR library) or on your own wireless laptop or PDA (such as iPad) while on campus
• Use of on-campus computers when in the Boatwright Library, and when attending Osher Institute classes that use computers, such as basic and intermediate computing, and genealogy on the web
• Access more than 1000 data bases such as Ancestrylibrary.com, LexisNexis, and Factiva through the Boatwright Library website, from an on-campus computer or your own wireless laptop or PDA, such as an IPad while on campus
• BlackBoard to get class information when auditing credit classes as an Osher member

Activation:
To activate your UR computer network account, follow these steps:
• At your computer from home, work or campus, go to http://is.richmond.edu/accounts-passwords/about/activate.html
• Per instructions on screen, enter your UR ID number (your unique 8-digit number obtained from the Osher Office) and date of birth, create a password, create your unique question and answer for password recovery
• During the set up process, make note of the items below and save in a secure place
  1) Your Network ID: ______________________
  2) Your UR email address: __________________@richmond.edu
  3) Your password: _________________________
  4) Your security question and answer ______________________________________________

Other Important Information:
• To forward your UR email to your personal email, follow instructions on the last page of setup, or after setup go to https://webpass.richmond.edu
• To test your Net ID and password and to access UR Google Mail go to http://www.richmond.edu and click on “Gmail” at top of page; when you are asked for your netid and password, type those in as directed; when you are taken to your email page, you know your netid and password are working. “SpiderBytes” of UR news and events will be emailed to your UR Gmail email address.
• To access BlackBoard for your audit class go to http://www.richmond.edu and click on ‘Blackboard’. At login, type in your net id and password, then ‘enter’. Look for the title of your audit class to access the Blackboard for that class. If you plan to use your wireless laptop computer or PDA such as IPad on campus, go online to http://is.richmond.edu/network-internet/ur/on-campus/index.html or contact the Osher Office for important wireless registration information. To reset your password visit the UR Help Desk in Jepson Hall, G 19.

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