



OSHER LIFELONG LEARNING INSTITUTE MEMBER HANDBOOK

Osher Lifelong Learning Institute
School of Professional and Continuing Studies
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Osher is online at osher.richmond.edu

Acknowledgements: This handbook was made possible by the work of the UR Osher Institute's Membership Committee and by the George Mason University Osher Institute that allowed us to borrow from their member handbook.

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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, performances, 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 and will offer helpful information about Osher and/or the class when appropriate.

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 125 institutes within the Osher Institute network, with some very young and others 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 used in bringing a collective body of knowledge and talents to Osher members.

Osher shares a special relationship with UR. UR welcomes and includes the Osher Institute as a part 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.

HOW THE OSHER INSTITUTE IS ORGANIZED

Like most Osher Institutes (there are 125 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 (SPCS). The Osher staff reports to the SPCS Associate Dean. Serving in an advisory capacity, the Osher Institute Leadership Council typically has nine Osher members, each serving a three-year term, 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, UR/Osher Give Back (Volunteering), Marketing, and Member Engagement. 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 many learning opportunities are available to Osher members through courses, talks and lectures, 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. Your membership must be current in order to participate.

UR Network ID and SpiderBytes: Osher Members are eligible to set up a UR computer network ID and password, which also assigns you a UR email address. This allows the member to receive UR “SpiderBytes” of upcoming events delivered each morning to your UR email address (which can be forwarded to your preferred email). 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 obtain your picture ID “One Card,” stop by the One-Card Services office with your UR ID number in hand (number will be emailed to you a few days after you join). 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. Check in at UR Computer Help Desk.
3. Receive discounts at the Osher member rate for Modlin performances and the faculty/staff rate for UR athletic events.
4. Use the One Card as a debit “SpiderCard” after the member deposits funds by calling (804) 289-8769.
5. Obtain discounts from certain museums and retail merchants by showing your One Card (sometimes using your Richmond.edu email address can work as well)

Campus Parking

Osher members receive a vehicle decal from the Osher office for free parking on campus, valid for the member’s current year of Osher membership. The repositionable adhesive decal 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 with Osher designations, go to [https://spcs.richmond.edu/ common/document/osher/osher-parking-final.pdf](https://spcs.richmond.edu/common/document/osher/osher-parking-final.pdf) .

- **C70** (across from Robins Stadium)
- **C66** (across from Robins Center)
- **C61** (next to Robins Center)
- **U6 G permit section** (along UR Drive)
- **W85** (on Westhampton Way)
- **W87** (on Westhampton Way behind Modlin Center)
- **W88** (on Westhampton Way)

With the parking decal properly displayed, Osher members may park after 5pm in Faculty & Staff lots. Please park only in paved, designated parking spaces.

Designated handicapped parking is available throughout the campus with valid personal handicapped parking tag. Handicapped hangtags or license plates allow parking in any lot on campus, not just handicap-designated spaces. However, do not park in hybrid, post office, or limited time spaces unless you and your vehicle qualify for those limitations.

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 on and off campus via a UR network ID and password (See 'UR Network ID and SpiderBytes' information previously mentioned.); credit to print up to 200 copies at the Boatwright Library. Be sure to sign up for the Bounty of Boatwright and Beyond the Bounty library classes; details are in each 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.

Software technology help is available to Osher members with a valid One Card and an activated University network ID and password. Resources include a Macintosh and PC production lab. Help is available from student lab assistants. Priority for use of equipment and lab assistance is given to academic projects. This service is available at the Technology Learning Center (TLC) on the 2nd floor in the Boatwright Library.

The Computer Help Desk in Jepson Hall, G 19 (basement) is available to all Osher members. Upon showing your UR picture ID, the Help Desk staff can assist with obtaining your Network ID and password, loading appropriate security software on all portable devices so that the University's wifi can be used, and troubleshooting hardware/software issues on your personal devices (cell phone, tablet, laptop, etc.).

CONSIDER PROVIDING GIFTS OF TIME, TALENT, AND TREASURE

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. 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. Email the Osher office at osher@richmond.edu and offer your services or check the Osher website for the name of the Leadership Council member who chairs the team that interests you.

WAYS TO GIVE

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 Curriculum Team offers assistance to those who have a desire to share their love of a topic by serving as course or program leaders.

OSHER CLASS ASSISTANTS

Osher office staff will recruit, from the class roster of registered Osher students, a class assistant to assist the class leader for in-person classes. Class assistant guidelines are provided by the Osher office. The class assistant monitors the class attendance, helps with lights and seating, and addresses other duties as needed.

OSHER ZOOM CLASS HOSTS

Osher office staff will recruit, from the class roster of registered Osher students, a Zoom class host to assist the class leader for online classes. Zoom class hosts are trained by Osher staff, and guidelines are provided by the Osher office. The class host monitors the class attendance, helps with muting students and monitoring chat for questions, and addresses other duties as needed.

OSHER AUDIOVISUAL ASSISTANTS:

The Osher office and Osher Leadership Council coordinate a group of AV assistants to help our Osher course instructors with their AV needs for in-person classes. Our assistants are provided the necessary training to help instructors with computers, microphones, DVD/video systems, lights, and other technology, as needed.

OSHER WORK 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 work 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; train new or potential course leaders.

Marketing Team: Promote the Osher Institute to the community to create visibility and attract new members; increase the number of members; 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.

Member Engagement Team: Promote membership retention and satisfaction through member orientation classes, a member handbook, an annual member mixer, and social events.

OSHER UR GIVE BACK INITIATIVE

Osher Members have been helping as volunteers at UR for many years. The Osher Institute is itself a volunteer-driven organization dependent on members to be Instructors, class assistants, and team members. Many Osher members have also volunteered as assistants at UR events like Alumni Weekend by handing out materials or directing event participants.

In our expanded efforts, we realized that our Osher Members also have a wealth of unique and valuable talents and interests that could provide tremendous additional value back to UR (which serves as a great sponsor for Osher) and to the larger Richmond community. Our two initial UR partners for this expanded Osher Give Back program are the School of Professional and Continuing Education (SPCS) and the Bonner Center for Civic Engagement (UR's organization that directs student involvement within the larger Richmond community).

The objective of the expanded Osher Give Back Program is to serve our Osher members by presenting members with potentially great volunteering opportunities that are well matched to your skills and interests while simultaneously giving back to UR and the Richmond community. For further information, contact the Osher office at osher@richmond.edu.

OSHER FUNDRAISING

In 2017, our Osher Institute received its first Capacity-Building Grant from the Bernard Osher Foundation. The purpose of the grant was to increase membership and enhance fundraising efforts, to strengthen the fiscal health of our Institute, and to provide flexibility and sustainability should economic changes arise. The primary fundraising initiative established through the Foundation grant was the Osher Annual Fund Campaign.

The Bernard Osher Foundation is looking to see members invest in our future as they continue to support all Osher Institutes nationwide. Due to our Osher members' generosity we not only met, but also surpassed, our participation and fundraising goals in 2017, 2018, 2019, and 2020. The Foundation has renewed its grant support for 2021, our fifth year and final year.

Money raised during our Annual Campaigns made a difference and allowed Osher to hire a permanent part-time staff, to maintain reasonable membership and course fees, and to support future scholarship and guest speaker opportunities. Gifts ranged from \$5 to \$2,500. Contributions from our members included cash, matching gifts, gifts of appreciated stock, and a planned gift bequest.

An Honor Roll of Donors and additional information on our fundraising efforts can be found on our Osher website at osher.richmond.edu/give. Participation matters. Every gift, of any amount, makes a difference and is appreciated.

If you would like to make a gift, either through our Osher Annual Fund or through another type of gift to Osher, please visit our website at osher.richmond.edu/give or contact Amy Edwards in the Osher Office at 804-287-1946. Thank you to our members who include our Osher Institute when making their charitable gifts.

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, the schedule provides 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.

NAVIGATING THE UR CAMPUS

All campus buildings and parking areas are detailed on the UR campus map at <https://spcs.richmond.edu/common/document/osher/osher-parking-final.pdf>. 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 activity on campus. 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 reminder and important class details (where the classroom is located, where to park, special class instructions) will come via email the day before the first session of each class for which you have registered. The Osher office also sends periodic email blasts about special UR events and opportunities for Osher members.

EMERGENCIES ON CAMPUS

DIAL 911 FOR CAMPUS EMERGENCIES. Report a campus emergency by **using the phone in any classroom (not your cell phone)**, 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 <https://preparedness.richmond.edu/notification/uralert.html>.

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. Your membership is valid for one year from the date you join. What follows is a summary of membership levels and benefits:

- **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 (picture ID) and e-mail address, parking decal, full student-status use of the library including access to online databases, and access to register for Osher courses. However, **Silver** members pay for each course in which they enroll. **Silver** members pay \$100 per course to audit undergraduate credit courses. Course fees are listed in the catalog's schedule of classes.
- **GOLD \$350/year (rolling 12-month)** The **Gold** membership is perfect for individuals who want to take advantage of the entire Osher experience. This membership includes all the benefits outlined in the Silver membership, but 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 many undergraduate credit courses free of charge. (Gold membership does not include off-campus trips, meal events, or other courses/events that have added costs. All members pay for these offerings.)

- **UR Osher \$25/year (rolling 12-month):** This membership level is for UR faculty, staff, retirees, spouses, and partners who may use their tuition remission benefit, if eligible, to cover Osher course/program fees. A UR Osher membership offers the same benefits as the Silver membership.

UPGRADING YOUR MEMBERSHIP: A **Silver** member can upgrade 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 refunds generally require a one-week notice. Course fees 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 able to offer scholarships for on-campus Osher 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. The online registration system is the best way to join or renew membership and to register for classes. We announce the opening day of registration each semester. Instructions for using the online system are available on our web site at osher.richmond.edu. Click on *Classes and Events*, then *Access the Osher Institute Online Registration Portal* to enter the system. We do accept paper registrations, but please know these have to be entered manually. This takes longer and may affect availability to get in the classes you choose.

Due to the popularity of some courses and the small class sizes set by some instructors, we often have wait lists for classes. We strongly encourage you to register for these courses, and we will do our best to monitor the wait list and allow members in if we have others withdraw.

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 here.

There are **multiple dining venues** on campus. Please go to <https://dining.richmond.edu/> to view all. Here are just a few:

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>
- **Jepson Forum** (804) 287-6627, email Jepson@richmond.edu
- **University Museums** (804) 289-8276, online at <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>

Weinstein Center for Recreation and Wellness: Community memberships may be available for purchase; call (804) 289-8361 or go to the [web site](#) for more information

UR Speech Center: assistance with preparing for public speaking; go to <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, or by phone to (804) 287-6344 or (804) 287-6608.

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 (NetID) and enjoy these benefits:

- “SpiderBytes” of a UR events daily email delivered to your UR “Google Mail” (gmail) account.
- Access to "urwin", UR's campus-wide wireless network 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
- Access more than 300 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
- Create a Zoom account <https://urichmond.zoom.us/>

Activation:

To activate your UR NetID, follow these steps:

- At your computer from home, work or campus, go to <https://webpass.richmond.edu/>
- 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 NetID: _____
 - 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 NetID and password and to access UR Google Mail go to <http://www.richmond.edu> and click on “Gmail” at top of page under Tools; 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 <https://is.richmond.edu/get-connected/index.html>.
- To sign on to UR's Zoom account, Launch Zoom
 - If prompted to sign in, select sign in
 - **Click sign in with SSO**
 - Enter **urichmond** under “your company domain” then click continue
 - Enter your UR NetID and password to launch Zoom
 - Select New Meeting or access the link to a meeting you wish to attend.
- To reset your password for your UR NetID, visit the UR Help Desk in Jepson Hall, G 19 (basement) or call 287-6400.