

# TECHNOLOGY RESOURCES



**STUDENT  
HANDBOOK**

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**REGULAR HELP DESK HOURS:**  
**MONDAY - THURSDAY: 8AM - 8:30PM**  
**FRIDAY: 8AM - 5PM**

**\* AFTER HOURS AND ON WEEKENDS,  
PLEASE CALL AND  
LEAVE A DETAILED MESSAGE.**

**\* A TECHNICIAN WILL RETURN STUDENT  
CALLS WITHIN 1 HOUR AND CAN ASSIST  
WITH BASIC TROUBLESHOOTING**

## Information Technology Services

If you need additional  
support contact the  
24/7 helpdesk:  
**585.594.6345**  
[Onlinesupport@roberts.edu](mailto:Onlinesupport@roberts.edu)

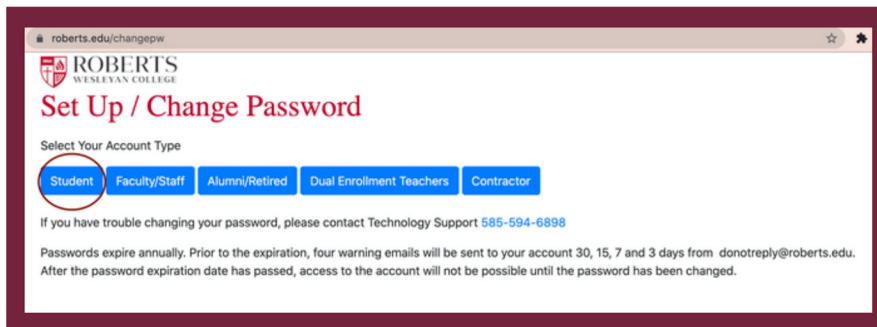
# SETTING UP YOUR PASSWORD



1. OPEN YOUR WEB BROWSER AND TYPE IN THIS WEB ADDRESS:

**[WWW.NES.EDU/ACCOUNT](http://WWW.NES.EDU/ACCOUNT)**

2. CLICK ON "STUDENT" UNDER THE FORGOT PASSWORD/NEW ACCOUNT AREA



3. COMPLETE THE FORM AND HIT NEXT STEP TO CONTINUE

4. ENTER YOUR NEW PASSWORD PAYING ATTENTION TO THE RULES FOR CREATING A STRONG ONE

If you ever get locked out of account, you can:

**WAIT 30 MINUTES & TRY AGAIN**

**OR**

**USE [WWW.NES.EDU/ACCOUNT](http://WWW.NES.EDU/ACCOUNT) TO RESET IT**

YOU WILL NEED YOUR PASSWORD EVERY TIME YOU LOG ONTO STUDENT EMAIL, YOUR COURSE SITES, LIBRARY RESOURCES, AND TO ACCESS YOUR GRADES, REGISTRATION AND FINANCIAL AID.



# 02 USING GOOGLE APPLICATIONS



LEARNING TO BECOME PROFICIENT WITH ALL  
GOOGLE APPLICATIONS WILL AID YOU IN YOUR  
SEMINARY JOURNEY

**GOOGLE CHROME | GMAIL | GOOGLE DRIVE | DOCUMENTS | GOOGLE SHEETS**

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1. SET UP YOUR PROFILE & STUDENT EMAIL FOR YOUR STUDENT ACCOUNT IN GOOGLE  
TIRED OF SIGNING OUT TO SWITCH BETWEEN ACCOUNTS? ADD ALL YOUR ACCOUNTS ON  
YOUR COMPUTER OR MOBILE DEVICE AND QUICKLY SWITCH BETWEEN THEM.

[LEARN HOW](#)

2. GOOGLE DRIVE IS AN ONLINE FILE STORAGE SYSTEM. YOUR NORTHEASTERN ACCOUNT  
ALSO HAS ACCESS TO UNLIMITED GOOGLE DRIVE SPACE. CLICK ON THE LINK BELOW TO  
LEARN HOW TO USE GOOGLE DRIVE TO SAVE AND SHARE YOUR DOCUMENTS.

[LEARN HOW](#)

3. EXPLORE ALL OF THE GOOGLE APPLICATIONS AVAILABLE TO YOU WITH YOUR  
NORTHEASTERN ACCOUNT INCLUDING DOCUMENTS, SHEETS, CHAT, & GOOGLE MEET.

[LEARN HOW](#)

USE GOOGLE MEET FOR CONNECTING WITH YOUR CLASSMATES AND INSTRUCTORS EITHER ONE-  
ON-ONE OR IN GROUPS USING BOTH CHAT AND VIDEO. YOU CAN ALSO SHARE YOUR COMPUTER  
SCREEN DURING SESSIONS.





# 03 ACCESSING ONLINE COURSES

[NES.EDU/ONLINE](https://nes.edu/online)



## MEET YOUR ONLINE CLASSROOM

1. GO TO [NES.EDU/ONLINE](https://nes.edu/online)

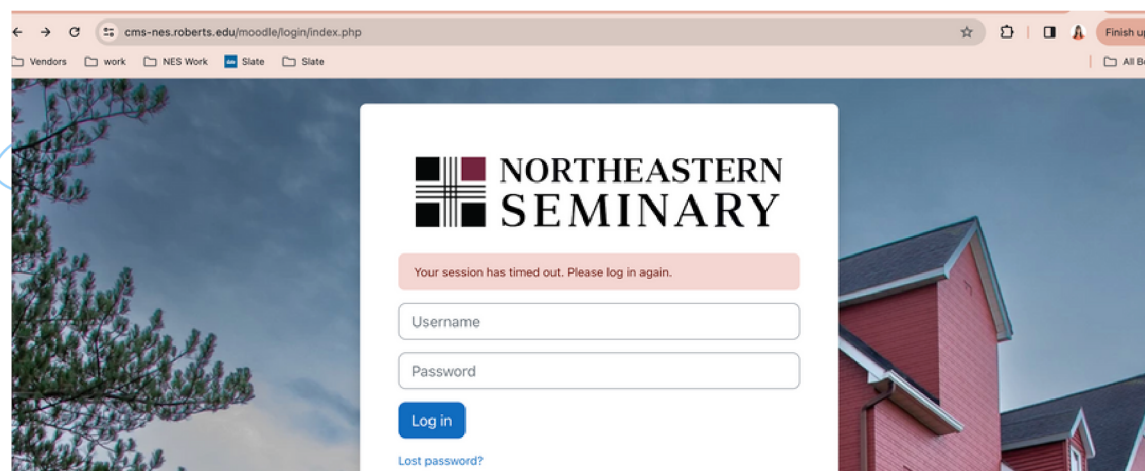
2. ENTER YOUR NES USER NAME & PASSWORD

REMEMBER WE ALWAYS USE LASTNAME\_FIRSTNAME@ROBERTS.EDU

3. CLICK THE MENU BUTTON IN THE TOP LEFT CORNER

4. FIND YOUR COURSES UNDER THE "MY COURSES" TAB  
SORTED BY SEMESTER

Be sure to use the  
Menu button to access  
different options in  
each part of the online  
courses



# ACCESSING LIBRARY RESOURCES

[NES.EDU/LIBRARY](https://nes.edu/library)



## ONLINE STUDENT? NO PROBLEM!

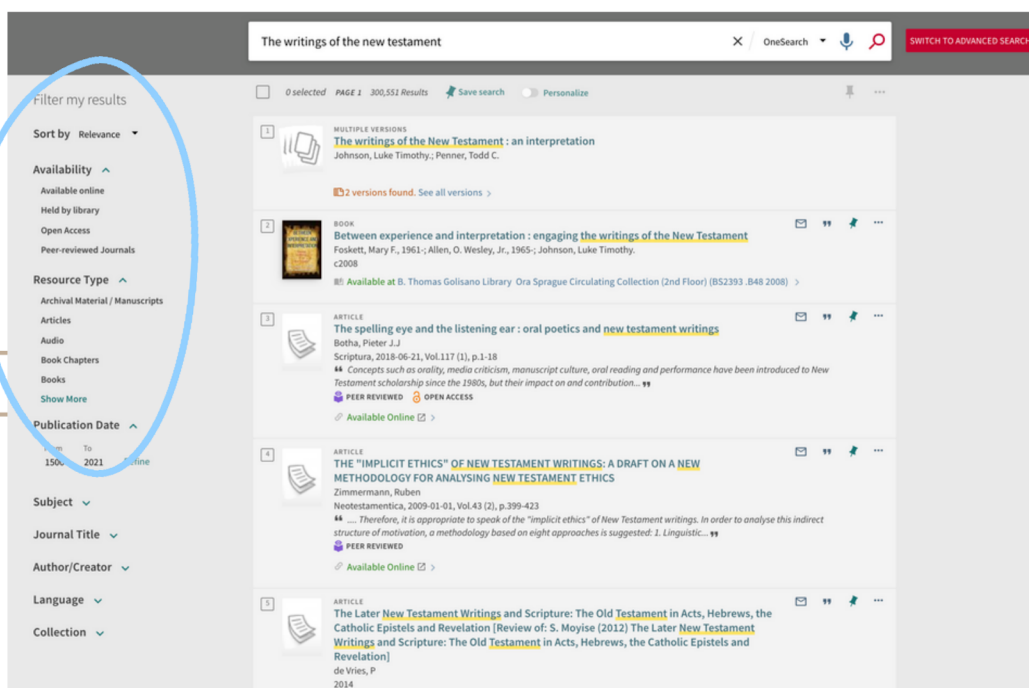
1. GO TO [NES.EDU/LIBRARY](https://nes.edu/library)

2. ENTER YOUR NES USER NAME & PASSWORD

REMEMBER WE ALWAYS USE LASTNAME\_FIRSTNAME@ROBERTS.EDU

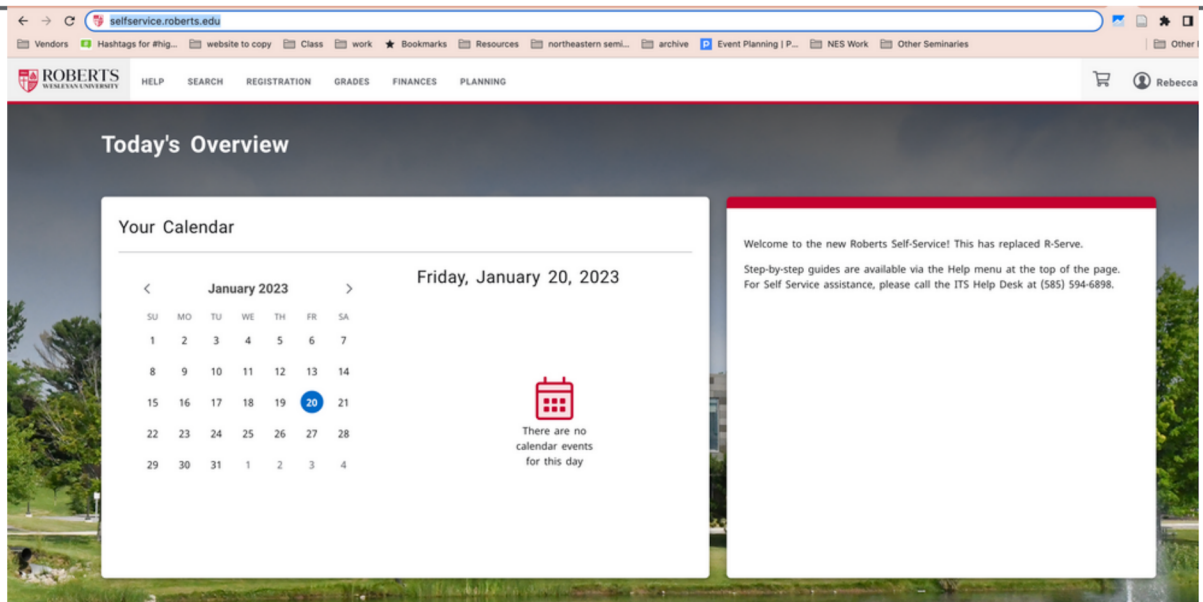
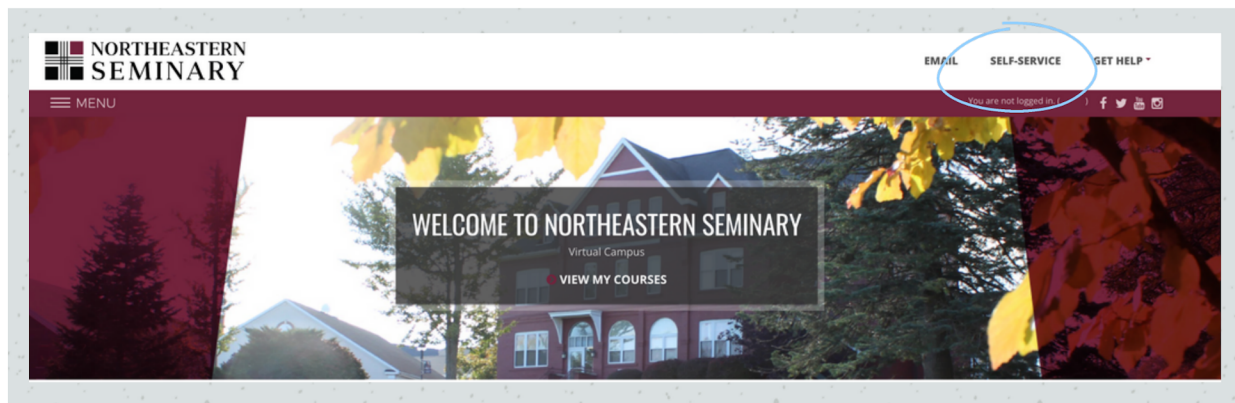
3. TYPE IN THE TITLE OF THE RESOURCE YOU ARE LOOKING FOR

4. USE THE FILTERS ON THE LEFT SIDE TO SEARCH FOR "ONLINE RESOURCES"



# GRADES 05 SCHEDULES & FINANCIAL AID

You can also find Self-Service on your online course page ([nes.edu/online](https://nes.edu/online)) in the top right corner.

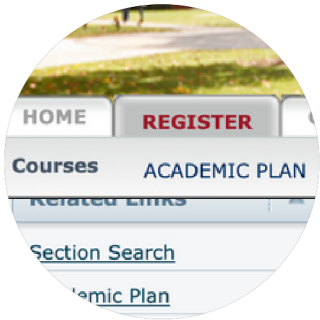


**CHECK YOUR GRADES, REGISTER FOR CLASSES, AND  
COMPLETE FINANCIAL AID ALL IN ONE SPOT**

1. GO TO [NES.EDU/SELFSERVICE](https://nes.edu/selfservice)
2. ENTER YOUR NES USER NAME & PASSWORD  
REMEMBER WE ALWAYS USE LASTNAME\_FIRSTNAME
3. USE THE **HELP** TAB IN THE TOP RIGHT CORNER FOR  
TUTORIALS AND QUESTIONS

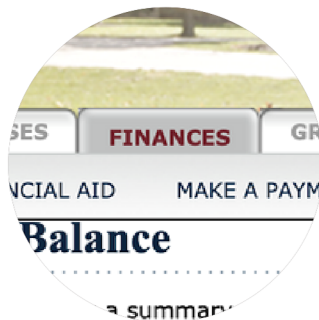


# NES.EDU/SELFSERVICE



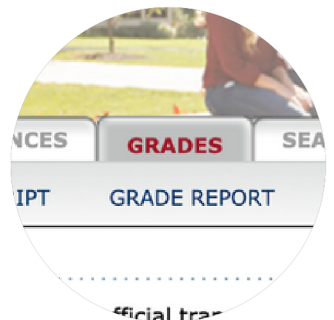
## REGISTER FOR CLASSES

1. Click Register tab
2. You can register for the following semester when it is open
3. View your academic plan for your degree program to be sure you are on track



## FINANCIAL AID

1. Click Finances tab
2. View your statement
3. Use the Financial Aid tab to accept your FAFSA package
4. You can even make a payment



## CHECK YOUR GRADES

1. Click Grades tab
2. You can view an unofficial transcript or a grades report at the end of a semester

**To find all of these resources and more visit the student section of the website at [nes.edu](http://nes.edu) and click the student tab.**

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## CONTACT US

2265 Westside Dr, Rochester NY 14624  
585.594.6802 | [admissions@nes.edu](mailto:admissions@nes.edu)  
[www.nes.edu](http://www.nes.edu)

## LOOKING FOR SOMETHING?

email [seminary@nes.edu](mailto:seminary@nes.edu) &  
let us know what is difficult or  
confusing to find.