

## **SWU Login**

Generally, your SWU credentials will as follows:

User ID: firstnamelastname (ex: johndoe)

Default Password: lastname+lastfiveSSN (ex: doe12345)\*

\*Password is case sensitive and is temporary. If you do not have an SSN, your default password will be *helpdesk*. You will receive confirmation of your credentials via email from the Office of Information Technology or TechSupport.

## **Accessing mySWU**

To login to mySWU, follow these steps:

- ♦ Visit [www.swu.edu](http://www.swu.edu) and click on the link to **mySWU** in the left hand menu (or go to <https://my.swu.edu>)
- ♦ Enter your User ID and Password.  
If you forget your password, click the *I Forgot My Password* link and follow the step-by-step directions to select a new password.
- ♦ Click on *Login*.

## **SWU Student E-mail**

To access your Southern Wesleyan University e-mail, follow these steps:

- ♦ Go to [www.swu.edu](http://www.swu.edu).
- ♦ In the top right corner, click on "Email Login."
- ♦ Click on "Students."
- ♦ Login using your email address and Password.  
All SWU students are expected to check SWU email regularly. If you have difficulty accessing your account, please contact Information Technology at 864-644-5050.

## **Accessing Course Syllabi / CANVAS**

To download Course Syllabi, follow these steps:

- ♦ Login to **mySWU** using the steps above.
- ♦ Make sure you are directed to the "Students" tab. This will usually be the first screen after login.
- ♦ Click on *View My Courses (Canvas)* under Quick Links/Common Tasks.
- ♦ From the Courses drop-down at the top of the page, choose the course for which you would like to view the syllabus.
- ♦ Click on *Syllabus*.
- ♦ Click on the *link* to the syllabus.  
If you have specific questions regarding course expectations or specific assignments, please contact your instructor directly. To access instructor information, click on the *People* link in the menu on the left.

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## Grade Reports

To access your Grade Report, follow these steps:

- ♦ Login to **mySWU** using the steps above.
- ♦ Make sure you are directed to the “Students” tab. This will usually be the first screen after login.
- ♦ In the blue box on the left side of your screen, click on *Grades and Transcripts*.
- ♦ In the *Grade Report* section, select the appropriate term; make sure you click on an **AGS** term (example: *2013-14 Acad Year - AGS Spring*).
- ♦ Click *View Final Grade Report*.
- ♦ To access a printable version of your grade report, scroll down to the bottom of the page and click on (*Print SWU Grade Report*).

Please note: To access an **Unofficial Transcript**, click on *Grades and Transcripts*. In the *Unofficial Transcript* section, click *View Unofficial Transcript*. To access a printable version of your unofficial transcript, scroll down to the bottom of the page and click on *Custom Transcript*.

## Student Account History

To access your Student Account, follow these steps:

- ♦ Login to **mySWU** using the steps above.
- ♦ Make sure you are directed to the “Students” tab. This will usually be the first screen after login.
- ♦ In the blue box on the left side of your screen, click on *Student Accounts*.
- ♦ In the *My Account Info* section, click on *Check My Account Balances/Make a Payment*.
- ♦ Click on the \$ *amount* due to see a detailed transaction history for your account.
- ♦ To make a payment on your account, scroll down to the bottom of the page and click on *Make a Payment* and enter the amount to pay. Click on *Submit*.
- ♦ From here you can select *Credit* or *Card E-Check* and fill out the information for the payment and click on *Continue*.
- ♦ If you have difficulty accessing your account, please contact Student Accounts at 864-644-5520.

## Submitting a Technical Support Request Online

To submit a request for technical support, follow these steps:

- ♦ Login to **mySWU** using the steps above.
- ♦ In the dark blue “Quick Links” box on the bottom left side of the screen, click on **iSupport**.
- ♦ Click on “Submit Incident” in the menu on the left side of the screen.
- ♦ Choose the appropriate category:
  - Center for Transformational Learning deals with issues related to Canvas or ebooks
  - Information Technology deals with issues related to mySWU, email, or other general technical support issues
  - Library deals with issues related to library resources
- ♦ Complete the “Details” box and any other required fields, and hit “Save.”
- ♦ You will receive an email confirming submission of your incident.

**If you encounter problems, please contact Information Technology at [techsupport@swu.edu](mailto:techsupport@swu.edu) or call 1-800-289-1292 x. 5050.**  
**Have your student ID number available when you call.**

**You may also submit an incident online using the instructions above.**