

Using the My HUGo Portal

Logging In

Start by opening a web browser, preferably Chrome or Firefox.

In the address box, type in the following URL: <https://myhugo.hodges.edu>

This will bring you to the “User Gateway” page.



Hodges University

Sign in using your MyHUGo Credentials

To the extent the General Data Protection Regulation ("GDPR") is applicable to me, I hereby consent to the processing of my Personal Data as defined by the GDPR for the purposes outlined and provided for in Hodges' policies, as amended from time to time. I understand that in certain circumstances, I have the right to object to the processing of my Personal Data. I further understand that I have the right to request (1) access to my Personal Data; (2) rectification of mistakes or errors and/or erasure of my Personal Data; (3) that Hodges restrict processing of my Personal Data; and (4) that Hodges provide my Personal Data upon request in a portable format.

Username

Password

[Sign In and Consent](#)

Quicklinks:
- Using the MyHUGo Portal
- I forgot my password

Help Desk
Call Us: 239-938-7701 or 844-938-7701
Submit a Ticket: support.hodges.edu
Training: [Guides and Videos](#)

On this page you can login to My HUGo, plus find resources such as training, password change/unlock utilities, and contact information for our Helpdesk.

What is my username and password?

When your account is created, an email is sent to your personal email with details. My HUGo usernames are formatted first initial, last name. A user with the name John Smith would enter **jsmith** as the username. In the case of more than one student having the same first initial and last name, some students may have a number added to the end of their username (e.g. John Smith might be **jsmith**, and Jane Smith might be **jsmith1**).

The initial password assigned to you is a random string of eight characters, which you should have received in the same email. If you need to perform a password reset, you can do that [here](#).

When you are ready to logon, enter your username and password and hit “Sign In.”

When I change my password, how does it have to be formatted?

Your password must be at least eight characters long, comprised of FOUR character sets (lowercase, uppercase, numbers, symbols).

Why should I change my password? Is it required?

All students are required to change their My HUGo password a minimum of once every 120 days, due to the sensitivity of the information that My HUGo houses (grades, tuition, etc.) Passwords can be changed by using the “I forgot my password” form found on the login page. Alternately, you will automatically be prompted to change your password the first time you logon after your password expires.

Student Home Page

Once you successfully login to the portal, you will be directed to the Student Home Page.

The screenshot displays the Student Home Page of Hodges University. The page is organized into several key sections:

- Navigation:** Includes the Hodges University logo, a menu, and a search bar.
- Online Resources for Students:** A vertical stack of service tiles including:
 - HU Self-Service:** Registration and Degree Planning, Financial Aid, Student Account Information, User Profile.
 - Email (Office 365):** Student email as the primary method, Add Email to my Mobile Device.
 - Canvas:** Access your coursework, take assessments, and communicate with classmates.
 - Library Resources:** Research Guides, Database Access, APA Guide, Tutoring, Film and Video, Reserve a Study Room.
 - Scholarships:** View what's available and apply online!
 - Textbook Solutions (eCampus):** Course Materials/Textbooks Confirmation, Resource Fee Opt-Out Form.
- Need Assistance? Student Helpdesk:** Click here to submit a ticket or view training guides and videos. Or, call us: 239-938-7701 or 844-938-7701.
- Student Resources:** Forms, Policies, Office Contact Information.
- Career Services:** Career Services.
- Student Accommodations:** Student Accommodations.

My Courses: A section showing active courses, such as "Demonstration Course" and "Moah's Sandbox".

Student Events Calendar: A calendar for August 2019 with time zone (UTC-05:00 Eastern Time (US and Canada)). Key events include:

- July 4 Week Courses End
- Payment Due in Full (SU19C7)
- July 4 Week Courses
- Payment Due in Full (19AUG)
- Last day to register and ADD a course for August 4 Week Courses
- End of Drop Period for August 4 Week Courses
- August Courses Begin
- Initial FA Disbursement (19AUG/SU19C7)
- Initial FA Credit Refunds (19AUG/SU19C7)

My Team Sites: A section for clubs, orgs, and committees, including Career Services, Help Desk, Student Accommodations, Student Resources, and Veterans Services Center.

Announcements: A section for news, including "Inside Hodges Newsletter" and "HU 24/7 Calendar".

The home page is host to a number of services, including:

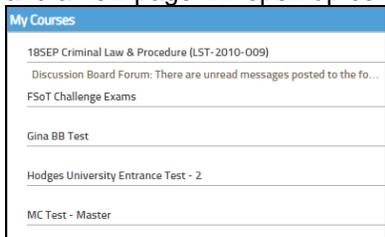
- **Student Self-Service:** Self-Service links you to your student account here at Hodges. You can register for course sections, check your grades, change account information, check account balances and pay tuition -- all online.
- **Student Email:** When you login to the portal, a link to your email appears on the main page.
- **My Courses:** Direct links to all of your Canvas course sections, for class participation and turning in coursework.
- **My Team Sites:** There is a box on the right side of the page labeled "My Team Sites." These are sites beyond the Student Home Page that you are a member of. Simply click on the site you wish to enter.
- **Student Events Calendar:** This is a calendar maintained by Hodges, containing upcoming events from multiple sources.

Accessing Canvas through My HUGo

Canvas is Hodges University's course-management system. This is where online participation in your courses will take place.

There are two different ways you can gain access to Canvas:

1. Typically, you will access Canvas via the "My Courses" box, found toward the top of the MyHUGo Portal. These links will get you into your Canvas course without any additional credentials. Simply click on a link to our course, and a new page will open up containing your Canvas section.



2. You can also get to Canvas outside of the My HUGo Portal by going to the following URL: <https://hodges.instructure.com>
Once here, logon using the same credentials you use for the MyHUGo Portal.

Student Resources

One of the sites under "My Team Sites" that all students have access to is "Students Resources." In Student Resources you will find course syllabi, faculty office hours, publications, documents, and contact information among other things. The Financial Aid, Registrar, and Business Offices all have areas within Student Resources that contain important information for continuing students.

Getting Back to the My HUGo Home Page

When you move away from the home page, you can always click on the Hodges University logo at the top-left to go back home.



Logging Out of My HUGo

To log out of the portal, find your name at the top-right of the screen. Click on the drop-down arrow, and click "Sign Out" to securely sign out.



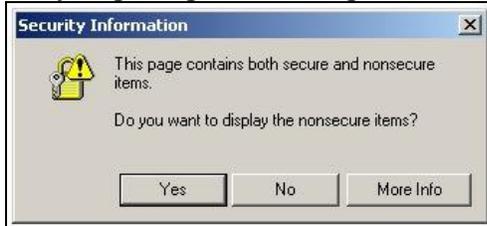
Tips and Suggestions

- **Internet Connections and Web Browsers**

For the best experience, we recommend that you have a DSL or Cable Internet connection. When accessing My Hugo and Canvas, Chrome 36+, Firefox 31+, and Safari 6+ are compatible browsers.

Some of Hodges University's online technologies utilize the Java plugin, an independent piece of software that ties in with your web browser of choice. Java and web browsers in general are regularly updated by the manufacturer, frequently for the purpose of patching potential security issues. It is the **end-user's** responsibility to maintain current, patched versions of the software, **while still complying with the more general software requirements specified by Hodges University**, and to stay apprised of any software updates that may be required to patch security issues.

- **Are you getting this message in Internet Explorer?**



Don't worry, there's nothing wrong with your computer. This is a normal occurrence and happens because My HUgo is pulling information from various sources.

If you'd like to disable these messages, do the following:

- a. Click on your "Tools" menu, and click on "Internet Options."
- b. Go to the "Security" tab, make sure the "Internet" zone is selected, and click on the "Custom Level" button.
- c. Scroll down until you see the option for "Display Mixed Content." By default, it will be set to "Prompt."



Change this to "Enable" and click OK, and answer "Yes" when asked if you want to change the setting. Click on "OK" once more to exit the "Internet Options" window.

Training/Support Resources:

For Student Support (submit a ticket) plus Training Guides and Videos:

<http://support.hodges.edu>

Or, contact us by phone: **239-938-7701 or 844-938-7701**

For password changes/other assistance with your account:

When requesting information in person, Hodges University requires students to show two forms of identification, a Driver's License or photo ID and a University Student ID card, before any information will be released. Requests made over the phone or via email require that the students provide the last 4 digits of their Social Security number or their Date of Birth, as well as their Student ID.