FAQ

Important Websites

- **SAIL**: https://sail.oakland.edu/
- **Moodle**: https://moodle.oakland.edu/
- **OU Email**: https://webmail.oakland.edu/
- **eBill System:** https://ebill.oakland.edu

What is SAIL?

SAIL is used to access Student Services, Financial Aid, eBill, Library resources, Moodle and email. Additional features include: Search, OU News, Course Schedule, Academic Services, Campus Calendar, Weather, Headline News, Favorites, and Campus Announcements.

What is Moodle?

Moodle is the main Online Course Software. This is where you access assignments, locate contact information for your class, post to online forums, etc. Students can view course(s) one week prior to the start of the term. If you do not see courses listed by this time, please call the OU Helpdesk.

Why do I need OU Webmail?

Oakland University sends information and direct links to students via their official OU e-mail address. This includes notifications about grades, tuition and fees, bills, financial aid, schedule of classes and graduation information. The university holds students accountable for the information sent via email. Therefore, students are encouraged to check their Oakland e-mail account regularly.

How do I forward my OU Email Account?

You have the ability to forward your OU email to another account if you would prefer to use something like Gmail/Yahoo!/etc.

- Go to https://webmail.oakland.edu and log in.
- Click on the Options Icon ⚙ , in the upper-right corner, then click on Mail Settings
- Click on "Forwarding and POP/IMAP"
- Click "Add a Forwarding Address" and type in the E-mail account you want your mail forwarded to and follow the prompts.

Helpful Contacts

1. **Financial Aid/Student Business Services**: oakland.edu/financialaid | (248) 370-2550
2. **Registrar's Office**: oakland.edu/registrar | (248) 370-3452
3. **Graduate Study**: oakland.edu/gradstudy | (248) 370-2700
4. **Technology/IT Helpdesk:** oakland.edu/uts | (248) 370-4357
5. **Moodle/eLearning Assistance:** oakland.edu/elis | (248) 370-4566

Important Dates

Visit oakland.edu/important_dates for add/drop/withdrawal deadlines and other important dates.

Understanding eBilling and Tuition Payment

Student Business Services sends monthly billing notifications electronically to each student's Oakland University e-mail address. Students also may access their billing information online via the eBill system at https://ebill.oakland.edu, by logging in will your Grizzly ID & six-digit SAIL PIN. You can also visit the Student Business Services website at www.oakland.edu/sbs or call directly at (248) 370-2550.

What are my payment options?

- ✓ **Online** through eBill at https://ebill.oakland.edu as described above.

- ✓ **By mail**, to Cashier's Office, 120 North Foundation Hall, Oakland University, Rochester, MI 48309-4401. Please allow 5-6 days for mail delivery. Include the Grizzly ID number to ensure correct and timely processing.

- ✓ **In person**, at the Cashier's Office, by cash, check, debit card or credit card. The student account will be credited immediately when paying in person. Be sure to bring your driver's license or other government issued picture identification. You may use the payment drop-box, located outside of the Cashier's Office, during non-business hours.

- ✓ OU also offers payment plans for students. Visit **www.oakland.edu/paymentplan** for more information.

How do I obtain a copy of my academic records?

Unofficial Transcripts: can be viewed and printed from SAIL.

Office Transcripts: Visit the Registrar's Office Transcript Request page: www.oakland.edu/transcript_requests and submit the necessary paperwork. Transcripts are usually mailed within five business days.

Moodle Instructions

Accessing an eLearning/online course at Oakland University

1. Determine what **Internet Browser** you are currently using.
    a. The recommended browser is **Mozilla Firefox.**
    b. If you do not have Firefox, you can download it for free at www.mozilla.com.

2. Go to the Oakland University Moodle homepage: http://moodle.oakland.edu

3. Type in your **NetID username**, which is the first part of your OU e-mail address.

4. Type in your **NetID password**, which is the same as your e-mail password.

5. Click on **Login to Moodle** to enter into your Moodle main page.
    Note: If you do not remember your E-Mail account user name and/or password,
    click on Forgot your password, towards the bottom of the page. In the new window, click on
    Continue to Change/Reset/Obtain Password and follow the few simple steps.

6. Review the important information and updates on the left side of your Moodle homepage.

7. Review the courses you are a member of on the right side of your Moodle homepage.

8. Select the desired class by clicking on the course title. Follow the links inside to access all course content including syllabus, assignments, discussions posts, etc.

Additional Resources and Information

For any questions regarding your NetID & password, please contact the UTS Helpdesk by email at: helpdesk@oakland.edu or by phone: (248) 370-HELP (4357).

For helpful tutorials and other assistance with Moodle, please visit the following link: http://www2.oakland.edu/elis/

Oakland University Online Learning Requirements

Minimum Technology Requirements
- Computer with Internet access, a DVD drive, and audio capability.
- 28,800 bps or faster modem and sufficient memory (256MB RAM or more)
- Your own e-mail account
- Printer
- Adobe Acrobat Reader (free download available)
- Windows Media or Real Player
- Word processing program (MS Word 98 or later preferred)

Technical Skills
- Ability to navigate Internet
- Understand terms such as download, open, select, file, choose, upload, etc.
- Use word processing software such as Microsoft Word
- Demonstrate confidence in technology troubleshooting abilities or have access to technology support