

INSIDE RANKEN HELP

<https://www.insideranken.org>

Where do I get login information?

Login information was mailed to all students. If you do not know your username and/or password, there are systems in place to assist you. Your username is typically your firstname_lastname. If you do not know your password, you can reset it at <https://support.ranken.edu/>. All this information and more can be found on <https://www.insideranken.org> without the need to log on.

How do I access my Ranken email?

While you are an active student at Ranken, you have an email account. You will need to visit <https://outlook.office.com> and enter your Inside Ranken email address and password.

If you wish to setup Ranken email on your mobile device, please use these settings:

Corporate Email Settings/Exchange	Domain
Email John_Smith@insideranken.org	Server outlook.office365.com
Username John_Smith	Use Secure Connection/SSL

NOTE: Email accounts are removed 90 days after graduation.

I still cannot login, where do I get assistance?

First, unlock and/or reset your password at <https://support.ranken.edu>. If you still cannot access your account, please visit the IS department in the Cook building during normal business hours (Mon-Thurs, 7:30-6:00; Fri, 7:30-3:30).

I do not see all the options available, where are they?

Ensure you are clicking on the tabs along the top of the page after you login. You can also edit your home page to add many of these options directly on your default page.

What browsers do you support?

Most current version of Google Chrome, Microsoft Edge, Firefox, Safari, Opera are supported.

- Download assignments
- Take online tests
- Participate in class chats and forums
- View assignments
- View grades
- Class announcements
- Review class attendance
- Pay your bills through either Campus Resources or Student Information
- Add email address in My Info so you can receive login information if you forget it
- Register for classes and check your schedule
- Online library and academic resources
- Employment resources
- Check unofficial transcript
- Use the GPA calculator
- Sign up for Campus Notifications in Campus Resources (e.g. snow days)
- Update personal information
- 1Card balance and information
- Much more...

For additional information, contact
the IS department:

helpdesk@ranken.edu
(314) 286-3693

Hours: M-Th, 7:30 a.m. – 6:00 p.m.
Fri, 7:30 a.m. - 3:30 p.m.

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