

## Using Generals Online

If your Instructor has decided to use **General's Online** (GO) as an alternate method of delivery for your class, the following information may be helpful:

To access General's Online (GO):

1. Go to <https://herkimer.open.suny.edu>
2. Your login information will be as follows:  
**Username:** the **first seven** letters of your name (or your entire name if less than seven letters) the *first letter* of your first name, and the **last three digits** of your Herkimer College ID (begins with "H")  
**Password:** your 6-digit date of birth in MMDDYY format

We highly recommend changing your password the first time you login to GO. Instructions for changing your password are here: <http://www.herkimer.edu/assets/InternetAcademy/How-to-Change-Your-Password-in-Generals-Online.pdf>.

For best results, use a PC or laptop with Firefox or Chrome as your browser. Phones, Chromebooks and tablets are not compatible, and may not allow for an optimum experience. If you are using one of these mobile devices, keep in close contact with your faculty member to make sure you are seeing and completing all required coursework.

If you are not familiar with our learning management system, we encourage you to access and work through the *Open SUNY Student Orientation* available in the upper left hand corner of your General's Online Login Page or on the Home Page. This will teach you how to navigate within your course, submit assignments, and how to contact your instructor. It does take some time to complete, but does not need to be done all at once. You can refer to it at any time throughout the semester.

If you have any further questions or if we may be of any further assistance, contact the Internet Academy at [Internetacademy@herkimer.edu](mailto:Internetacademy@herkimer.edu) or [boepplecj@herkimer.edu](mailto:boepplecj@herkimer.edu) or call 315.574.4006. You may also contact the Open SUNY helpdesk at 1-844-673-6786 or at <https://online.suny.edu/help/>.