Bitlocker Encryption

All CCSU-owned laptops have Bitlocker encryption enabled to protect and secure the information on the computer. The Bitlocker encryption PIN is required to use the laptop. The default PIN is your 8-digit CCSU ID number (found on your Blue Chip ID card). After powering on the laptop, you will be prompted to enter the PIN prior to entering your log on information. If you need assistance with the PIN, please contact the IT Help Desk.

Logging In to the Laptop

The first log in must be done WHILE ON CAMPUS, connected to either the wired or wireless network. Log in with your BlueNet username and password to “cache” your username on the computer for off-campus use.

Continue to use your BlueNet username and password to log in even from off-campus.

Wireless Network Access

While on campus, the laptop will automatically connect to the CCSU-BLUENET wireless network.

To connect to a non-CCSU wireless network:
1. Log in to the laptop with your BlueNet username and password.
2. Click on the wireless icon in the lower-right corner and select the name of the wireless network.
3. If prompted, enter the wireless network password or follow any configuration steps.

Saving Files

It is recommended that you refrain from storing files on the hard drive of the laptop. The laptop should automatically map your CCSU network drives (M, S, U, etc) when connected to any wireless network (you may need to reboot the computer if you do not see your drives). A USB flash drive may also be used to store files.

To access your CCSU network drives:
1. Click on the File Explorer (the yellow folder in the bottom-left corner).
2. Click on the down arrow next to This PC to expand the list and your CCSU network drives should be listed there. If they are not, you may need to restart the laptop (a complete restart, not just a log off and back in).

Important:

- Every Thursday evening, the laptop should be left powered on and plugged in to power overnight in order to receive updates. It does not need to be on campus to receive the updates.
- Even while off campus, the laptop may install required Windows Updates. It is important that the updates run and are not interrupted.
- Per University policy, files containing PII (personally identifiable information) are not to be stored on the computer’s hard drive or a USB flash drive.
- If the laptop is lost or stolen, report it immediately to local law enforcement and the CCSU Campus Police Department at 860-832-2375.

Need Help? Contact the IT Help Desk

860-832-1720 or techsupport@ccsu.edu

Regular Hours:
Monday through Thursday: 7:30am to 8pm
Friday: 7:30am – 5pm

Summer hours may vary; check our web site for hours.

Information Technology at CCSU
www.ccsu.edu/it
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