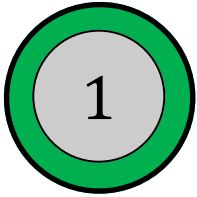


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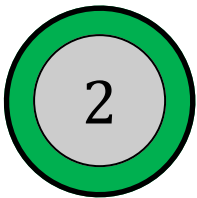
Things You Need to Know

To Get Started with Technology at CCSU



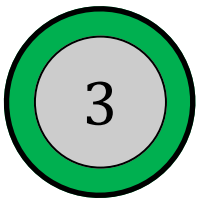
BlueNet Account

A BlueNet Account is a unique username and password assigned to each faculty, staff, and student at CCSU. It is used to access computing services both on and off campus. Use your BlueNet Account to log in to campus computers, access email, and log in to online systems via CentralPipeline (such as WebCentral-Banner Web, Blackboard, Copy Center, and the On-Line Card Office). Once your BlueNet account has been created, you will use the Accounts Management System at <https://accounts.ccsu.edu> to activate your account and select your CCSU email address. Upon separation from the University, your BlueNet account and associated email account will be disabled.



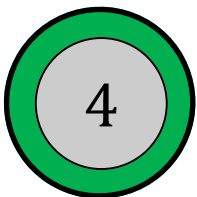
Password Security

To keep your account secure, your BlueNet Account password will expire every 120 days. You can avoid expiration by changing your password on a regular basis. You do not have to wait 120 days; you can reset it anytime using either a campus computer or the Accounts Management System at <https://accounts.ccsu.edu>. Your password must be a "strong" password, comprised of at least eight characters and include at least one uppercase letter and at least one numeric or symbol character. An example of a "strong" password is MyP@ssw0rd because it contains uppercase letters, a symbol and a number.



Email

All faculty and staff with a BlueNet Account are automatically given a CCSU email account with a storage quota of 1 gigabyte (GB). As a new faculty and staff member, you will select your CCSU email address when you activate your BlueNet Account using the Accounts Management System at <https://accounts.ccsu.edu>. Your email is accessed using Microsoft Outlook from on-campus or Outlook Web Mail (<https://webmail.ccsu.edu>) from off-campus. Upon separation from the University, your BlueNet account and associated email account will be disabled.



Technical Support

IT Help Desk—we are the single point of contact for assistance with supported software, hardware and other IT service and issues. Call 860-832-1720 or email techsupport@ccsu.edu. We are open Monday—Thursday 7:30am—8pm and Friday 7:30am—5pm (hours vary during summer and winter breaks).

Walk-in Support—we provide one-on-one technology support for computers and campus technology. We are located in EW013. Visit www.ccsu.edu/its for information and hours.

IDTRC—we provide instructional design and technology assistance. Located in EW004. Visit www.ccsu.edu/idtrc for information and hours.



Software & Resources

Software Downloads—visit www.ccsu.edu/its/downloads for home-use software available to you.

IT Web Site—visit www.ccsu.edu/its to access information on computerized classrooms, self-help, purchasing assistance, loaner computers, and more.

Tech4U—visit www.ccsu.edu/tech4u for a complete guide to technology at CCSU.

CentralPipeline—visit <http://pipeline.ccsu.edu> to access our web portal for information and links to important online systems, such as WebCentral-Banner Web (student rosters, grading), Blackboard (post course materials), and Remote Application Server (access to CCSU-licensed software from off campus).

