# Table of Contents

- Welcome! .................................................................................................................. 5  
- Get to Know the Technology at CCSU .................................................................... 6  
  
### Section 1: Technology Support .................................................................................. 7  
- The IT Help Desk ....................................................................................................... 7  
- Walk-In Support Centers ............................................................................................ 7  
- Marcus White Student Technology Center ............................................................... 7  
- Instructional Design and Technology Resource Center (IDTRC) .......................... 8  
- Self-Help .................................................................................................................... 8  
- Levels of Support ....................................................................................................... 8  
  
### Section 2: Online Systems .......................................................................................... 10  
- CentralPipeline .......................................................................................................... 10  
- BlueNet Account/Accounts Management ................................................................. 10  
- My.CCSU E-Mail Account ......................................................................................... 12  
- WebCentral-Banner Web ........................................................................................... 14  
  - Web Registration Basics ......................................................................................... 14  
  - Viewing Final Grades ............................................................................................. 14  
  - Viewing Transcripts ............................................................................................... 14  
  - Viewing Financial Aid ............................................................................................ 14  
  - Viewing and Paying Your Bill using the E-Bill System .......................................... 14  
- Blackboard Vista ......................................................................................................... 15  
- Remote Application Server ....................................................................................... 16  
- Today@CCSU .............................................................................................................. 16  
- Career Resources ....................................................................................................... 17  
- Emergency Notification System ................................................................................ 17  
- TPS (Time Processing System) ................................................................................ 17  
- Online Systems - Quick Reference .......................................................................... 17  
  
### Section 3: Technology While on Campus ................................................................. 19  
- Marcus White Student Technology Center ............................................................... 19  
- Student Center ........................................................................................................... 20  
  - Computer Rentals .................................................................................................. 20  
- Elihu Burritt Library .................................................................................................. 20  
- Vance Academic Center (RVAC) Student Computer Lounge ............................... 21  
- CentralPipeline Kiosks .............................................................................................. 21  
- Wireless Network ....................................................................................................... 21
Welcome!

CCSU has a wealth of technological resources that are just a click away. However, what good are they if you don’t know about them or how to use them? Tech4U was created with you in mind, to help you discover and navigate the resources available to you as a student.

In the past we relied on print form to disseminate this information. We’re proud to now provide this information to you in a more useful format. This “booklet” is now available in web, e-book, and printable formats.

Many, many hours have gone into the design and editing of this edition. A special thanks to Tina Rivera on editing and revising and Pete McDyer for cover design. Many others in Information Technology and various other departments around campus also helped verify the accuracy of the information as well as with proofing. My sincere thanks and appreciation to you all.

Happy computing!

Amy S. Kullgren
Director of User Support
Get to Know the Technology at CCSU

Let's start with some terminology that you need to know and understand:

**Technology Support** - there are many ways to get assistance with our technology. You can contact the IT Help Desk (860-832-1720 or techsupport@ccsu.edu), visit one of our Walk-In Support Centers (located in Barnard Hall room 020 and Willard Hall room 013), visit the Student Technology Center (located in the Marcus White Annex), or visit the Instructional Design and Technology Resource Center (located in Willard Hall room 004).

**CentralPipeline** - this is our web portal page, a starting point for accessing all of our online systems, announcements, and other resources. To access CentralPipeline, navigate to the CCSU homepage at www.ccsu.edu, point to CentralPipeline, then click on Students.

**BlueNet Account** - this is your unique username and password. It is the only account you need to access the majority of our computing resources. You will use the online Accounts Management System to activate and manage your account. Along with your BlueNet Account, you receive an e-mail account and personal network file storage space (known as your M: drive).

**Accounts Management System** - use this system to activate and manage your BlueNet Account and My.CCSU e-mail account. With Accounts Management, you can activate your account, select your e-mail address, reset your passwords, and manage your security questions.

**My.CCSU E-mail Account** - this is your official University e-mail account. My.CCSU e-mail is managed by Microsoft Outlook Live@edu. You select your e-mail address when you activate your BlueNet account. Your My.CCSU e-mail account is accessed by navigating to www.outlook.com. This is a lifetime e-mail account that you can use even after you graduate.

**WebCentral-Banner Web** - this is the main student administration system. It is used to register for courses, view grades and transcripts, view and pay e-bills, access and accept financial aid, pay admissions and housing deposits, and add money to your Blue Chip Card debit account.

**E-Billing/QuickPAY** - this is our electronic billing system. It is used to pay tuition bills and other bills such as admissions/housing deposits, parking tickets, and library fines.

**Blackboard Vista** - use this system to access class materials posted by your instructors (if they choose to use this system).

**Network** - we have both a wired network and a wireless network on campus. You use the wired network when you log in to any classroom or lab computer. Wireless network access is available in most buildings and green areas around campus. Wired and wireless access is also available in the residence halls.

**Clean Access NAC Agent** - we use the Clean Access NAC Agent to ensure that Windows-based computers connecting to our network through the wired network in residence halls or the wireless network across campus are updated and meet security standards to keep our network safe.

**Blue Chip Card** - this is your student ID card. It is used to access various locations on campus such as residence halls and parking garages and to pay for services such as food, printing, copying, and bookstore purchases. Use your Blue Chip Card debit account to purchase food on campus and receive a 20% discount!

Now that you have learned the basic terminology, read on to learn about technology at CCSU in detail.
Section 1: Technology Support

We are committed to providing high quality technical support through services offered by the IT Help Desk, Walk-In Support, the Marcus White Student Technology Center, and the Instructional Design and Technology Resource Center.

The IT Help Desk

We are the single point of contact for assistance with University technology such as your BlueNet Account, CentralPipeline, the wireless network, Clean Access, virus protection, and other computer services.

www.ccsu.edu/its
860-832-1720
techsupport@ccsu.edu

Hours
Monday - Thursday 8am - 8pm
Friday 8am - 5pm

Hours vary during winter and summer sessions; check the web site or call for updated information.

Walk-In Support Centers

We provide one-on-one technology support for your portable computer and campus technology. Our services include assistance in accessing the campus and residential network, virus and spyware removal, remote application configuration, CentralPipeline assistance, software assistance and more. Our Walk-In Support Centers are located in Barnard Hall room 020 and Willard Hall room 013.

860-832-1720

www.ccsu.edu/its

Hours for Barnard 020 Walk-in Support
Monday - Friday 9am - 4pm

Hours for Willard 013 Walk-in Support
Monday - Thursday 10am - 5pm, Friday 10am - 4pm

Marcus White Student Technology Center

Technology assistance is available in the Marcus White Student Technology Center located in the Marcus White Annex. If you have a question or problem while you are working in the lab, simply ask any staff member for assistance.

www.ccsu.edu/stc
860-832-1722

Hours
Monday - Thursday: 8:30am to midnight
Friday: 8:30am - 6:00pm
Saturday: 9:00am - 6:00pm
Sunday: 1:00pm - 10:00pm

Hours may vary throughout the year; check the web site or call for updated information.

**Instructional Design and Technology Resource Center (IDTRC)**

The IDTRC, located in Willard Hall room 004, provides technology assistance. Visit our web site at [www.ccsu.edu/idtrc](http://www.ccsu.edu/idtrc) to register for one-on-one assistance with multimedia class assignments, creating PowerPoint presentations, blogging, and social networking software. Students are also welcome to register for and attend our workshops. You may also use the IDTRC for work on group projects.

860-832-2081

[www.ccsu.edu/idtrc](http://www.ccsu.edu/idtrc)

**Hours**

Monday - Thursday 8am - 5pm
Friday 8am - 4pm

Hours vary during winter and summer sessions; check the web site or call for updated information.

**Self-Help**

Visit [www.ccsu.edu/its/selfhelp](http://www.ccsu.edu/its/selfhelp) to access online instructions and information on various technology topics.

Self-paced learning for Microsoft Office is available through Microsoft’s Office Online web site. Visit [http://office.microsoft.com](http://office.microsoft.com) for details.

**Levels of Support**

Due to the ever-expanding technology options, we cannot be an expert on every application or operating system. The following details our level of expertise and the technology for which we are able to provide support.

**Full Support**

Full support is provided to computers with Windows 7, XP, or Vista, or Mac OS 10.5 or above and updated versions of the Internet Explorer (for Windows), Safari (for Mac), or Firefox (for Windows or Mac) web browsers. As long as you are using a licensed version of a supported operating system, you will be able to use our online systems and campus wired/wireless network and we will provide full support to assist you with connecting.

**Limited Support**

Limited ("best effort") support is provided to computers with Mac OS 10.4 or other Internet browsers such as Chrome. As long as you are using a licensed version of the operating system, you should be able to use our online systems and campus wired/wireless and we will provide our best effort to assist you with connecting. Limited support is provided for mobile devices such as smartphones and tablets - we will do our best to help you connect to the campus wireless network and e-mail on these devices.

**Unsupported**

Unsupported computers include those with Windows 98, 2000, ME, NT4, Linux, or Mac OS 10.3 and below. These are operating systems for which the manufacturers do not provide patches.
and updates and are therefore considered unsafe to be on our network. Any updates or operating systems that are still in beta or testing are not supported. You may be able to establish a connection to our online systems and campus wired/wireless network on your own, but we are unable to provide technical support should you experience problems. Wireless printers are not supported. Wireless hubs and routers are not supported.
Section 2: Online Systems

We have many online systems that are accessible from on and off campus using any computer connected to the Internet. This section will cover our main online systems, such as CentralPipeline, Accounts Management, WebCentral-Banner Web, Blackboard Vista, My.CCSU E-mail and more.

CentralPipeline

CentralPipeline is a web portal page that provides you with access to key online systems and other information. You determine which system you need to use and log directly into that system using your BlueNet Account username and password. News and other important information are also displayed directly on the CentralPipeline homepage. Your CentralPipeline web portal page is accessible from the CCSU homepage, by pointing to CentralPipeline and clicking on Students, or by clicking on the Current Students link.

Use your BlueNet account username and password to access these online systems from CentralPipeline:

=> WebCentral-Banner Web - course registration, grades and transcripts, e-billing, financial aid, housing and admissions deposits, and adding money to your Blue Chip card debit account.

=> Blackboard Vista - course materials (see Blackboard Vista).

=> On-Line Card Office - check the balance of your Blue Chip card debit account, view transaction history, and report a lost or stolen card.

=> Remote Application Server - access software applications, such as Microsoft Office, Adobe Acrobat, and certain academic software.

You may also access the My.CCSU e-mail system and the TPS student worker time reporting system from the CentralPipeline web portal page.

Supported Web Browsers

CCSU online systems are compatible with various web browsers, such as Internet Explorer (for Windows only), Safari (for Mac only), and Firefox (for Windows and Mac). Other web browsers, such as Chrome, may not work with our systems.

You can have more than one web browser installed on your computer. Use a supported browser to take advantage of all the functionality of our online systems and use another web browser for other web surfing. Other browsers, such as Chrome, the AOL or AT&T Yahoo browsers, are not supported.

Please disable any pop-up blocker software prior to accessing our online systems, as many of our systems use pop-up windows.

For the most up-to-date list of supported web browsers and browser settings, refer to the list on the main CentralPipeline page.

BlueNet Account/Accounts Management

Your BlueNet Account is a unique username and password. Your BlueNet Account is used to access computing services both on and off campus; this is the only account you need to access most of our computer resources. Use your BlueNet Account to:

=> Log in to campus computers
=> Log in to resources via CentralPipeline, including WebCentral-Banner Web, e-billing, and Blackboard Vista

=> Access the campus wireless network

=> Access the remote application server

Activating Your BlueNet Account
2. Click on Activate Your Account.
3. Enter your 8-digit CCSU ID number (found on your admissions materials or Blue Chip ID card), date of birth (4-digit year), and last four digits of your social security number (SSN)*, then follow the on-screen instructions to activate your account, set your password, and select your My.CCSU e-mail address.

*Please Note: If you did not provide your SSN when you applied to the University, you will need an Account Activation PIN to activate your BlueNet Account. Call the IT Help Desk at 860-832-1720 for assistance with your Account Activation PIN.

If you have already been issued a BlueNet Account, the system will provide your account information and allow you to reset your BlueNet Account password, view your My.CCSU e-mail address or reset your My.CCSU e-mail password.

Resetting Your BlueNet Account Password
Your BlueNet Account password expires every 60 days. You will receive an e-mail seven days prior to expiration with instructions on how to reset your password. Your password must be a “strong” password, comprised of at least seven characters and must include at least one uppercase letter and at least one numeric or symbol character. An example of a “strong” password is MyP@ss0rd because it contains uppercase letters, a symbol, and a number.

Resetting Your Password from a Campus PC
When you log in to a campus PC, you will be prompted to change your password seven days prior to expiration. To reset your password, click on the Yes button at the Reset Password prompt, which will open the Password Reset window. To reset your password any time, press Ctrl + Alt + Del and click on the Change Password button.

Resetting Your Password from Accounts Management
If you know your current password:
2. Enter your BlueNet Account username and current password then click on Log In.
3. Click on the Reset Password link and set your new password.

If you do not know your current password:
1. From Accounts Management, click on Forgot your password?
2. Enter your BlueNet Account username and date of birth (4-digit year) then click on Reset Password.
3. Enter the answers to your security questions, and then click on Next.
4. Click on the Reset Password link and set your new password.
You may also access the Accounts Management System from the CentralPipeline homepage.

**My.CCSU E-Mail Account**

Your My.CCSU e-mail account is powered by Microsoft Outlook Live@edu. It provides you with a 10GB, lifetime mailbox, accessed by going to [www.outlook.com](http://www.outlook.com). You will select your My.CCSU e-mail address when you activate your BlueNet Account. Your My.CCSU e-mail address will end in “@my.ccsu.edu.” It is your official University e-mail address. Along with an e-mail address, you will receive a 25GB SkyDrive (online data storage) and many other tools.

**Activating Your My.CCSU E-Mail Account**

After you have selected your My.CCSU (@my.ccsu.edu) e-mail address using the Accounts Management System, follow these instructions to complete the activation of your My.CCSU e-mail account:

1. Open your web browser and navigate to [www.outlook.com](http://www.outlook.com).
2. Enter your My.CCSU e-mail address (account@my.ccsu.edu).
3. Enter your initial password, which is your 8-digit CCSU ID number (found on your admissions materials or Blue Chip ID card).
4. Click on Sign-in, and then follow the prompts to complete the activation process and change your password.

**Accessing Your My.CCSU E-Mail Account**

1. Open your web browser and navigate to [www.outlook.com](http://www.outlook.com).
2. Enter your My.CCSU e-mail address (account@my.ccsu.edu) and password.
3. Click on the Sign In button. Outlook Live opens and your My.CCSU e-mail is displayed.

**Resetting Your My.CCSU E-Mail Account Password**

1. Open your web browser and navigate to the Accounts Management System homepage at [https://accounts.ccsu.edu](https://accounts.ccsu.edu).
2. Enter your BlueNet Account username and password, and then click on Log In.
3. Click on the E-mail link and follow the on-screen instructions to reset your My.CCSU e-mail password back to your 8-digit CCSU ID number.

**SkyDrive**

Along with your My.CCSU e-mail account, you have access to a 25GB SkyDrive. SkyDrive allows you to store, create, and share files online. To access your SkyDrive:

1. Log in to your My.CCSU e-mail account.
2. Click on the More link, then click on SkyDrive.
3. From there, you can upload files or create new files using Microsoft Office Web Apps (such as Word, Excel, and PowerPoint).

**Listserv**

A listserv is an e-mail distribution list that people can subscribe to. When an e-mail is addressed to a listserv mailing list, it is automatically sent to everyone on the list. Only those with a valid CCSU or My.CCSU e-mail address can subscribe to our listservs. We have four listservs for the purpose of facilitating communication among faculty, staff, and students:

=> **students@listserv.ccsu.edu** - to send messages to all students subscribed to this listserv.
=> academicusers@listserv.ccsu.edu - to send messages to all faculty members subscribed to this listserv.

=> adminusers@listserv.ccsu.edu - to send messages to all administrative staff subscribed to this listserv.

=> campusforum@listserv.ccsu.edu - to send messages to the above three groups at once.

**To subscribe to a listserv:**
1. Open your My.CCSU e-mail account and create a new e-mail message.
2. Click in the To field and type in the listserv address prefixed with “Join-” (for example, to join the student listserv, send a message addressed to Join-students@listserv.ccsu.edu). Leave the subject field blank.
3. Send the message. You will receive an e-mail confirmation verifying your subscription.

**To unsubscribe from a listserv:**
1. Open your My.CCSU e-mail account and create a new e-mail message.
2. Click in the To field and type in the listserv address prefixed with “Leave-” (for example, to leave the student listserv, send a message addressed to Leave-students@listserv.ccsu.edu). Leave the subject field blank.
3. Send the message. You will receive an e-mail message confirming that you have unsubscribed from the specified listserv.

For more information on CCSU's listservs, visit [www.ccsu.edu/its/selfhelp](http://www.ccsu.edu/its/selfhelp).

**Broadcast Messages**
In order to distribute important University news to the campus community, a broadcast messaging utility is used. This messaging utility is available for use by designated University officials approved by the President. The broadcast messaging utility allows critical University messages to reach all CCSU e-mail accounts with no provision for "opting out." Broadcast messages are restricted to the following categories of information deemed important to the unit addressed:

=> Campus Announcements - notices of importance to members of the University community (e.g., special announcements from the President, weather related cancellations, delays or closings, emergency notifications, information on major campus events, and important bulletins).

=> Facilities Management - notices concerning campus construction and other projects impacting daily operations.

=> Information Technology - notices concerning University computer services.

=> Human Resources - notices of essential Human Resources matters (e.g., payroll and benefits).

=> Business Services - notices of essential Business Services matters (e.g., policies and purchasing).

=> Public Safety - notices pertaining to parking, traffic, crime alerts, and campus safety issues.

=> Academic Affairs and Registration - notices pertaining to registration, grade posting, and transcript information.

The University also uses the Campus Announcements and Personal Announcements sections of CentralPipeline to provide news, events, and other important information.
WebCentral-Banner Web

This system provides easy access to tasks such as registering for classes, viewing final grades and transcripts, accessing financial aid, and paying your bill. Detailed instructions for web registration are located under the Help menu in WebCentral-Banner and on the Registrar’s website at [www.ccsu.edu/registrar](http://www.ccsu.edu/registrar).

**Web Registration Basics**

1. Access CentralPipeline for Students.
2. Click on the WebCentral-Banner Web link and log in with your BlueNet Account username and password.
3. Click on the Student or Records/Registration tab, then Registration, Add/Drop Classes.
4. Click on the Registration, Add/Drop Classes, and Make Payment link. If you are routed to the Select Term screen, click on the down arrow and select the term you are registering for, and then click on the Submit button.
5. If you are an Undergraduate Matriculated student or a Graduate student without a Planned Program, you will be prompted for your Alternate PIN (given to you by your academic advisor or the Center for Advising and Career Exploration). Enter your Alternate PIN, and then click on the Submit PIN button. For assistance with your Alternate PIN, please contact either your academic advisor, department chair, or the Center for Advising and Career Exploration.
6. At the Add/Drop Classes screen, enter the CRN (5-digit course reference number) for each class in the Add Class table until you have entered all of your classes, then click on the Submit Changes button. Alternately, you may click on the Class Search button and use the search feature to add classes to your schedule.
7. The Add/Drop Classes screen will display your current schedule and any registration errors. If you have registration errors, you may need to select alternate classes.

**Viewing Final Grades**

1. While logged in to WebCentral-Banner Web, click on the Student or Records/Registration tab, click on the Final Grades link. If you are routed to the Select Term screen, click on the down arrow and select the term, then click on the Submit button.
2. The Final Grades screen will be displayed.

**Viewing Transcripts**

1. While logged in to WebCentral-Banner Web, click on the Student or Records/Registration tab, and then click on the Unofficial Transcripts link. If you are routed to the Select Term screen, click on the down arrow and select the term, then click on the Submit button.
2. The Display Transcript screen will be displayed. Select a Level, click on Submit, and your Unofficial Transcript will be displayed.

**Viewing Financial Aid**

1. While logged in to WebCentral-Banner Web, click on the Financial Aid tab.
2. Select from the options to view Eligibility or Accept Awards.

**Viewing and Paying Your Bill using the E-Bill System**

We have an e-billing and e-payment system. A paper bill will not be mailed. When your bill is ready for viewing, a notification will be sent to your My.CCSU e-mail address.
E-billing & e-payment allows you to:

=> View and pay your bills 24/7 from any computer with Internet access.
=> Authorize a third party payer, such as a parent or employer, to view and pay your bills.
=> Pay housing and admissions deposits.
=> View up to 16 prior e-bills.
=> Make electronic payments from checking or savings accounts (U.S. banks only) or with a credit card (MasterCard or Discover; there is a 2.5% fee when paying by credit card).
=> Receive tuition bills faster with e-mail notification.
=> Set up text message (SMS) notifications when e-bills are posted.

To view your bill:
1. Access CentralPipeline for Students.
2. Click on the WebCentral-Banner Web link and log in with your BlueNet Account username and password.
3. Click on the eBill/Make Payment link and the Payment Services system will open in a new window (please be sure that any pop-up blockers are disabled in your browser).
4. Click on the View Accounts link, then the Current Statement link. If you wish to make a payment, click on the Make Payment link.

The e-bill system uses pop-ups. Please disable any pop-up blockers or add the e-bill system as a trusted site. For more information, see the Supported Browsers section of the CentralPipeline homepage. Technical issues with the e-bill system should be directed to the IT Help Desk (860-832-1720 or techsupport@ccsu.edu).

Student Responsibilities for E-Billing
CCSU holds students accountable for timely responses to University e-correspondence. You must check your My.CCSU e-mail often. To check your My.CCSU e-mail, log in to www.outlook.com with your My.CCSU e-mail address.

Billing Questions
Any questions about your bill should be directed to the Bursar’s Office:
Memorial Hall, Room 104
860-832-2010
billing-bursar@ccsu.edu
www.bursar.ccsu.edu

Blackboard Vista
Blackboard Vista is a course management system that is used to teach classes entirely online or to augment traditional face-to-face classes. With Blackboard Vista you can engage in online discussions with other students, take quizzes and tests online, and access course materials and grades posted by your instructor.

Accessing Blackboard Vista:
1. Access CentralPipeline for Students.
2. Click on the Blackboard Vista link and Blackboard Vista will open in a new window.
3. Log in with your BlueNet Account username and password.
4. Click on the name of your course and you will see the course homepage.

If you get a blank screen or an error message when accessing a course, your web browser may need a “tune-up.” Visit [www.webct.com/tuneup](http://www.webct.com/tuneup) and follow the on-screen instructions. If the Blackboard Vista window appears and then quickly disappears, pop-up blocker software may be installed on your computer. The pop-up blocker considers the Blackboard Vista window a pop-up and immediately closes it. Disable the pop-up blocker program or set Blackboard Vista as an allowed pop-up.

**Remote Application Server**

The remote application server allows you to access Windows-based applications from any computer (PC or Mac) with an Internet connection. You can access software programs stored on the remote application server without the hassle or expense of installing them on your home computer.

**Available Applications**

*Public Applications*: Adobe Acrobat Professional, Adobe Dreamweaver, Microsoft Expression Web, Microsoft InfoPath, Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), Microsoft OneNote, Microsoft Project, Microsoft Publisher, Microsoft Visio.

*Academic Applications*: Clementine/PASW, Graphical Analysis, Maple, Minitab, SigmaPlot, SPSS, School of Business applications, various Geography applications.

When using the remote application server for the first time, you will need to download and install the web client. A download link is located on the log in page or at [www.ccsu.edu/its/downloads](http://www.ccsu.edu/its/downloads).

**Accessing the Remote Application Server**

2. At the log in screen, enter your BlueNet Account username and password, select ccsu_aca_comp from the Domain drop down menu, then click on the Log In button.
3. After logging in, you will see folders for Public Applications and Academic Applications. Click on a folder to open it, and then click on the application you want to run.

Remote application access is based on your BlueNet Account. If you do not have access to a specific application, contact the IT Help Desk at 860-832-1720 to request it.

**Saving Files with the Remote Application Server**

When working on files using the remote application server, it is recommended that you save them to your M: drive. To access your M: drive while connected to the remote application server, click on the Save As option in any program, select Computer, then your M: drive.

**Today@CCSU**

Today@CCSU is the campus events calendar. It allows you to view what is happening on campus each day or search for future events based on many different criteria, including Arts, Sports, Diversity and more. You may even submit your event to be posted here as well! To access Today@CCSU, visit [http://today.ccsu.edu](http://today.ccsu.edu). Log in using your BlueNet Account to personalize reminders, add items to your iCal calendar or invite a friend to attend an event with you. To book event space, contact the Central Reservations Office at 860-832-1964 or visit them at the Student Center, room 1150000.
Career Resources

The Center for Advising and Career Exploration (CACE) provides electronic delivery of a wide variety of academic advising and career development-related services. General Education requirements, registration calendars, job listings (part-time, internships, cooperative education, full-time), special events, employer visits, career fairs, and a wealth of career resource information may all be found through the Center’s web site at www.ccsu.edu/cace.

Emergency Notification System

For the safety and well-being of the CCSU campus community, the University has established an Emergency Notification System (ENS). This is a multi-tiered system that sends alert messages via email and phone as well as web site, outdoor speakers, and other electronic media. All students, faculty, staff, and other campus employees are automatically enrolled in the ENS. To update registration information, please visit www.ccsu.edu/ENS.

TPS (Time Processing System)

If you are a student worker on campus, you will use TPS (Time Processing System) to record time worked. You will receive (via e-mail) a separate TPS username and password. Time sheets are submitted through TPS and automatically routed to your supervisor for approval. Supervisors view and approve time sheets through TPS, and then all documents are electronically routed to Payroll for recording and processing. TPS eliminates paper time sheets. It is accessible any time from any computer with Internet access; to access it navigate to the CentralPipeline for Students page and click on the TPS (Time Processing System) link. For more information about TPS, contact the Payroll department at 860-832-2520.

Deadlines

Time sheets must be submitted to your supervisor by the last day of the pay period (always on a Thursday). Supervisors must approve all time sheets by noon on the Friday following the last day of the pay period.

Online Systems - Quick Reference

=> Accounts Management: https://accounts.ccsu.edu

=> Blackboard Vista: http://pipeline.ccsu.edu, click on the Student icon then the Blackboard Vista link

=> Center for Advising and Career Exploration: www.ccsu.edu/cace

=> CentralPipeline: http://pipeline.ccsu.edu

=> Emergency Notification System: www.ccsu.edu/ENS

=> My.CCSU E-Mail: www.outlook.com

=> On-Line Card Office: https://bluechip.ccsu.edu

=> Phone Directory: www.ccsu.edu - Quicklinks, then Faculty and Staff Directory

=> Remote Application Server: https://apps.ccsu.edu

=> Today@CCSU: http://today.ccsu.edu

=> TPS (Time Processing System): http://pipeline.ccsu.edu, click on the Student icon then the TPS link
=> WebCentral-Banner Web: http://pipeline.ccsu.edu, click on the Student icon then the WebCentral-Banner Web link
Section 3: Technology While on Campus

We have both a high-speed wired network and a wireless network on campus. You use the wired network when you log in to any classroom or lab computer. Students living in the residence halls have high-speed network ports in each room. Wireless network access is available in most buildings and green areas around campus. Use your BlueNet Account username and password to log in to any computer on campus or the wireless network (if you are asked to provide a domain, enter or select ccsu_aca_comp). Areas with computing resources are outlined in the following sections.

Marcus White Student Technology Center

The Student Technology Center (STC), located in the Marcus White Hall Annex, is a general purpose lab containing Dell PCs and Apple computers. The Student Technology Center offers duplex black and white printing (single-sided printing is available; see STC staff for assistance), color laser printing, scanners, and a copier, as well as a wide variety of software to meet the computing needs for your coursework (for a complete list of software available in the STC, visit www.ccsu.edu/stc and click on the Software Available link). The STC also has Wi-Fi (wireless Internet) access for those students who prefer to use their own laptop computers.

When entering the Student Technology Center, all users must present a valid CCSU Blue Chip ID card. There are no exceptions. If you forget your Blue Chip ID card, you may visit the Card Office for a temporary ID in order to access the STC.

Printing at the Marcus White Student Technology Center or Library

There is a fee for printing at the Marcus White Student Technology Center and the Library. The fee is 10 cents per page for black & white and 65 cents per page for color (when printing double-sided, the fee is 5 cents each side for black & white and 35 cents each side for color). At the beginning of each month, you will receive a print credit of $10 towards printing in these locations. When you swipe your Blue Chip ID Card at a print station, you will see the print credit balance. Once the print credit for the month has been fully utilized, you will be required to have money on your Blue Chip ID Card to pay for printing for the rest of the month. On the first day of each month, any print credit balance will be removed and you will receive a fresh $10 print credit.

Wireless Printing - New in Spring 2012!

The Marcus White Student Technology Center (STC) is now set up for wireless printing. This gives you the capability of printing to a printer in the STC using your Windows laptop (connected wirelessly to the CCSU campus network). Standard printing charges apply – costs are subtracted from print credit or Blue Chip money. For more information and to download the plug-in, visit www.ccsu.edu/its/downloads.

Contact Information and Hours

www.ccsu.edu/stc
860-832-1722

Hours
Monday - Thursday: 8:30am to midnight
Friday: 8:30am - 6:00pm
Saturday: 9:00am - 6:00pm
Sunday: 1:00pm - 10:00pm
Hours may vary throughout the year; check the web site or call for updated information.

**Student Center**

The Student Center has computers located throughout the building for students to use to surf the web and check e-mail. These are Windows-based computers with Internet access only; you cannot print from these computers. The Student Center also has Wi-Fi (wireless Internet) access for those students who prefer to use their own laptop computers.

**Computer Rentals**

The Student Center has several netbook computers available for student rental. A netbook acts like a laptop, but does not have a hard drive where applications are stored locally. These do have a web cam so you can Skype or video chat. They are much lighter and more compact than a normal laptop, but just as fast! Netbooks are free for current CCSU students with a Blue Chip ID Card to borrow (you are charged a fee of $500 if you do not return the computer within 1 week). Netbooks can be borrowed from the Reception Desk Attendant in room 1160000 between 8am and 5pm or the Information Desk after 5pm and on weekends. For more information about this program, visit our web site.

**Contact Information and Hours**

http://stdctr.ccsu.edu
860-832-1970

Hours
Monday - Friday: 7:15am - 10:45pm
Saturday: 9:15am - 10:45pm
Sunday: 12:15pm - 10:45pm

Hours may vary throughout the year; check the web site or call for updated information.

**Elihu Burritt Library**

The Library has computers located throughout the building for students to use. The computers on the 3rd floor are Windows-based and allow access to the Internet, library catalog, Microsoft Office and other software applications. The computers on the 1st and 2nd floors allow access to the Internet and library catalog only. The Library also has Wi-Fi (wireless Internet) access for those students who prefer to use their own laptop computers.

**Contact Information and Hours**

http://library.ccsu.edu
860-832-2055

Hours
Monday - Thursday: 8:00am - 10:45pm
Friday: 8:00am - 4:45pm
Saturday: 9:00am - 3:45pm
Sunday: 2:00pm - 9:45pm

Hours may vary throughout the year; check the web site or call for updated information.
Vance Academic Center (RVAC) Student Computer Lounge

There are several computers available for use by students on the fourth floor of Vance Academic Center.

CentralPipeline Kiosks

CentralPipeline kiosks are located across campus. From a kiosk, you can instantly access the CCSU homepage and all of its links, log in to CentralPipeline, and even print making them a convenient resource for students on the go!

Locations:

- Barnard Hall - 2nd floor
- Copernicus Hall - south side of building
- Davidson Hall - first floor main hallway & near Registrar's Office
- DiLoreto Hall - 2nd floor
- Elihu Burritt Library - 2nd floor entrance
- Kaiser Hall - main entrance
- Maria Sanford Hall - 1st floor
- Memorial Hall - 1st floor and 2nd floor
- Student Center - near the Information Desk
- Vance Academic Center - Ground level, 1st floor, 2nd floor, and 4th floor

Wireless Network

The wireless network gives you the freedom to access the Internet, e-mail, and other web-based services from your mobile computer, smartphone or tablet without the constraint of a physical wire. There are wireless access areas in most buildings, residence halls, and outdoor areas around our campus (for a complete list of locations visit www.ccsu.edu/wireless). In order to use the wireless network, your wireless network card must be configured with the SSID (or network name). Our SSIDs (students and voyager) are broadcast continuously by each access point on campus so your wireless network card should detect them automatically. As long as you stay near a wireless access point you will have an Internet connection. Any mobile computing device (i.e. laptops, netbooks, smartphones, and tablets) with integrated wireless networking capabilities should be able to connect to the wireless network. All Windows-based computers connecting to the wireless network are required to run the Clean Access NAC Agent. Clean Access verifies that your computer has proper updates to ensure that your computer is safe to be on the wireless network.

Wireless Access for Windows Computers

The first time you connect to the wireless network you will need to install the Cisco Clean Access NAC Agent:

1. Connect to one of our wireless networks (students or voyager). Please note that the voyager wireless network may be phased out during the semester; it is recommended that you use the students whenever possible.

2. Open your web browser and the Clean Access Network Authentication page will open automatically.
3. Enter your BlueNet Account username and password, and then click on Continue.

4. Click on the Launch Cisco NAC Windows Agent button and follow the on-screen instructions to install the Clean Access (NAC) Agent.

5. Once the Clean Access (NAC) Agent is installed, you will be prompted to log in to the agent. Enter your BlueNet Account username and password, and then click on Login.

6. The Clean Access (NAC) Agent will scan your computer to verify that you have the latest Windows Updates. If your computer does not meet the requirements, you will be granted temporary and restricted access. Follow the on-screen instructions to satisfy the requirements.

7. Once you have satisfied all of the requirements, you will receive a message that you are successfully logged in to the network. Click on the OK button.

The Clean Access Agent icon will appear in your System Tray (near the clock). You are now connected to the wireless network and may use the Internet and other network services.

While logged in to the wireless network, the Clean Access Agent will remain behind the scenes protecting the network. You will be prompted to log back in to Clean Access every time you disconnect from the wireless network or restart your computer. Each time you log in, Clean Access will scan your computer for the proper virus protection and the latest Windows Updates.

**Wireless Access for Mac Computers, Smartphones, and Tablets**

The Clean Access NAC Agent is not required for Mac computers or mobile devices (such as smartphones and tablets). To connect to the wireless network from these devices:

1. Verify that Airport or wireless is turned on.

2. Open your web browser and the Clean Access Network Authentication page will open automatically.

3. Enter your BlueNet Account username and password, and then click on Continue.

You are now connected to the wireless network and may use the Internet and other network services. You will be prompted to log back in to the Clean Access Network Authentication page at least once every week and every time you disconnect from the wireless network or restart your computer.

**Wireless Policies and Limitations**

The wireless network is not designed to replace the wired network on campus, in residence halls, or in offices, but rather to supplement existing services. It is to be used by faculty, staff, and students; limited access is available to guests. The wireless network is based on the 802.11b/g standards and uses Cisco's Clean Access NAC system to protect the network.

The wireless network has bandwidth (speed) limitations compared to the wired network. Since it is a shared resource, you should not download large files or stream video or audio (over 50 Kbps) over the wireless network.

**Residence Hall Network (ResNet)**

Every room in the residence halls is equipped with a high-speed network port for wired Internet access. We recommend that you use this network port whenever you are in your room, as the wireless network may be spotty in certain residence halls.

We use a product called Cisco Clean Access in order to provide residence hall students with safe access to the network and Internet. Computer viruses are a serious threat to the network; a virus attack on a single computer is capable of infecting the entire network and disrupting
network services for everyone. With the vast array of virus outbreaks today, it is imperative that your computer is patched and running proper virus protection. For this reason, all Windows-based computers connecting to the residential network are required to run the Cisco Clean Access NAC Agent. Cisco Clean Access verifies that your computer has proper updates (patches), ensuring that your computer is safe to be on the network. While connected to the residential network, the Cisco Clean Access NAC Agent will remain behind the scenes protecting your computer and the network. You will be prompted to log in to Cisco Clean Access once per week and every time you reboot your computer. Each time you log in, Cisco Clean Access will scan your computer for the latest Windows Updates. If at any time your computer does not meet the specified requirements, you will be granted temporary and restricted access to allow you time to satisfy these requirements.

**Equipment Needed**

- A PC or Mac with a supported operating system (Windows 7, XP, or Vista; Mac OS X). For more information, see Levels of Support in the Technology Support section of this guide.
- An installed and functioning 10/100 Base-T Network Interface Card (NIC) or 802.11b/g wireless network card.
- A Category 5 network cable (also referred to as an RJ-45, Cat5, or Ethernet cable).

Note: A telephone cable will not work as a network cable because the connector is too small. Network cables can be purchased anywhere computers are sold.

**Preparing Your Windows Computer for ResNet**

Before you come to campus, we recommend that you do each of these items:

1. Apply all of the latest Windows Updates to your computer. They are available at [http://windowsupdate.microsoft.com](http://windowsupdate.microsoft.com).
2. Install an anti-virus program on your computer. McAfee VirusScan Enterprise is offered free of charge to students. To download a copy, visit [www.ccsu.edu/its/downloads](http://www.ccsu.edu/its/downloads).
3. Remove spyware from your computer using a spyware removal tool (included with McAfee VirusScan Enterprise).
4. Uninstall programs such as pop-up blockers and peer-to-peer applications (Kazaa, BearShare, Limewire, etc.).
5. Turn off all firewalls, including Microsoft’s firewall or third party firewalls (or reconfigure your firewall to allow Cisco Clean Access).

When you connect your computer in your room, you will be required to log in to the network and install the latest version of Cisco Clean Access, which is used to verify that you have proper virus protection and the latest Windows Updates.

**Getting Connected to ResNet**

1. Plug one end of your network cable into the network card on the back of your computer and the other end into the network/data jack on the wall.
2. Turn your computer on and open your web browser. The Clean Access Network Authentication page will open automatically.
3. Enter your BlueNet Account username and password, then click on Continue (Mac users: Stop here; you do not need to install Clean Access and may now use the Internet and other services).
4. Click on the Launch Cisco NAC Windows Agent button and follow the on-screen instructions to install the Cisco Clean Access (NAC) Agent.
5. Once the Cisco Clean Access (NAC) Agent is installed, you will be prompted to log in again. Enter your BlueNet Account username and password, and then click on Login.

6. Cisco Clean Access (NAC) will scan your computer to verify that you have the latest Windows Updates. If your computer does not meet the requirements, you will be granted temporary and restricted access; follow the on-screen instructions to satisfy the requirements.

7. Once you have satisfied all of the requirements, you will receive a message stating that you are successfully logged into the network. Click on OK.

8. The Cisco Clean Access Agent icon will appear in your System Tray (near the clock). You are now connected to the residential network and may use the Internet and other network services. Once per week and every time you restart your computer, you will be prompted to log back in to Clean Access. Each time you log in, Clean Access will scan your computer for the latest Windows Updates. If at any time your computer does not meet the specified requirements, you will be granted temporary and restricted access to allow you time to satisfy these requirements.

Troubleshooting Tips
If you have a wireless network card, disable it when not using the wireless network. If you have a router, switch, or hub, disconnect it and connect the computer directly to the data jack on the wall. These types of devices are prohibited on the residential network.

ResNet Support
If you are experiencing problems installing or configuring Clean Access, or with any other computing service, call the IT Help Desk at 860-832-1720. There are certain guidelines concerning the level of support we can provide (see Levels of Support in the Technology Support section of this guide). We will make every effort to resolve your issue over the phone. In the event your issue cannot be resolved over the phone, we will recommend that you bring your computer to one of our Walk-In Support Centers (located in Willard Hall room 013 and Barnard Hall room 020). If the network/data jack in your room is physically broken, we will schedule an appointment for a technician to come to your room to repair it.

Gaming and Other Devices
We allow other devices to access the Internet, such as Microsoft Xbox, Sony PlayStation, Nintendo Wii, and TiVo. These devices are automatically registered for use on our network when you plug them in. If your device is not working properly, please use our web-based registration form to request access for your device; this form is located at www.ccsu.edu/its/cleanaccess/manualregistration.asp. You will need the MAC (network) address of your device (instructions for locating the MAC address are located on the registration form). You will receive a confirmation page. Once your request has been processed, you will receive an e-mail message from Information Technology. The registration process normally takes two business days.

Residence Hall Computer Labs
Each residence hall has a small computer lab, complete with Internet access and printing capabilities (you must supply your own paper). Use your Blue Chip ID Card to access your hall’s computer lab 24 hours a day, 7 days a week. Lab setup and policies vary from hall to hall, so you should visit your hall’s office or ask a Resident Assistant for more information.

Locations:
=> Clarence Carroll - Room 159
=> Thomas H. Gallaudet - Room 009
=> Catherine Beecher - Room 134
Cable Television in the Residence Halls
Basic cable, along with HBO and Showtime, is provided in all student rooms and is included in your housing fee. Televisions and cable cords are not provided, so please bring your own. The CCSU campus cable lineup can be found at [www.ccsu.edu/bluetv](http://www.ccsu.edu/bluetv).

Network File Storage
Network drive space (also referred to as your M: drive or personal netshare) is provided to you when you activate your BlueNet Account. Your personal netshare (M: drive) has 5GB of space and is accessible from any computer on or off campus. It is backed up nightly to prevent loss of data in the event of server failure. Your personal netshare (M: drive) is not only an easy way to access your files, it is also the best way to keep your files safe.

**Accessing your M: Drive (Netshare) using Windows**
While on campus, your personal netshare (M: drive) works like any other drive on the computer. Log in to any campus computer with your BlueNet Account username and password. Once logged in, click on the Start menu, and then Computer and you will find your M: drive under the section entitled Network Location, labeled with your BlueNet Account username. To connect to your personal netshare (M: drive) from off-campus, refer to the instructions located on the CentralPipeline homepage.

**Accessing your M: Drive (Netshare) from a Mac with OS X**
Instructions for connecting from on or off campus:
1. Click on the Go menu, then Connect to Server.
2. In the Server Address box, type https://myfiles.ccsu.edu.
3. Click on Connect. You will be prompted to log in. Enter your BlueNet Account username and password, and then click on OK. Your personal netshare (M: drive) will open and appear on the Desktop.

**Modifying Files that are on your M: Drive (netshare) from off Campus**
Once you connect to your personal netshare (M: drive) from off campus, all files that need to be modified should be copied from your netshare folder to your computer’s hard drive for editing and then copied back to your netshare folder once the modifications have been made. This will prevent information from being lost in case the network connection is broken.

**SkyDrive**
In addition to network file storage on our server, you have access to a 25GB SkyDrive through your My.CCSU e-mail account. SkyDrive allows you to store, create, and share files online. For more information, see the My.CCSU section of this guide.
Web Pages

All students with a BlueNet Account are automatically given web server space that can be used to develop and post a web page on our server. The standard web address (URL) for a student’s web site is http://www.students.ccsu.edu/~BlueNet Account. For example, if Mary Smith’s BlueNet Account username is smithm, then her student web page address is www.students.ccsu.edu/~smithm.

Editing Your Web Page

Within your personal netshare (M: drive) folder, you will have a WWW folder, which is where you will store all of your web page files. All files associated with your web page need to be placed in the WWW folder within your M: drive in order to be accessible from the Internet. The name of your homepage page must be default.htm, default.html, index.htm, or index.html. You can use Microsoft Expression Web (accessible on campus computers or via the remote application server) or any other HTML editor to create or modify your web pages.

Viewing Your Web Page

You may view your web page from any computer with Internet access. To access your web site, open your web browser and type your web address: http://www.students.ccsu.edu/~BlueNetAccount (replace BlueNet Account with your username).

Software on Campus

Microsoft Software

We have site licenses for many Microsoft products including Word, Excel, PowerPoint, Outlook, Publisher, Access, FrontPage, Project, Visio, Visual Studio.Net, and the Windows operating system. These applications are installed on all campus computers and can be accessed from off campus via the remote application server at https://apps.ccsu.edu. All classroom and lab computers have Windows 7 and Office 2010 installed.

Microsoft Products for Personally Owned Computers

Microsoft offers the Academic version of the Microsoft Office suite to students at a reduced price. For information, visit www.microsoftstore.com and click on the Student link.

Microsoft’s Dreamspark program provides students with professional-level developer and design tools (Visual Studio, Expression Studio, and more) at no charge. To learn more about Dreamspark, visit www.dreamspark.com.

Please note that offers from Microsoft may change at any time.

McAfee VirusScan Enterprise + Anti-Spyware

We have a site license for the McAfee VirusScan Enterprise + Anti-Spyware software. This software is pre-installed on all campus computers. Faculty, staff, and students are allowed one copy of McAfee VirusScan Enterprise for home use. To download McAfee VirusScan Enterprise on your home computer, visit www.ccsu.edu/its/downloads. See the Hints & Tips section for more information on virus protection.

Adobe Licensing

We have limited licenses for various Adobe products. These applications are available in most computerized classrooms and in the Marcus White Student Technology Center. Some applications, such as Acrobat Professional and Dreamweaver, can be accessed from on or off campus via the remote application server at https://apps.ccsu.edu.
Math and Statistical Applications
We have various math and statistical applications (such as SAS, SPSS, MiniTab, and Maple) available in most computerized classrooms and in the Marcus White Student Technology Center. They can be accessed from on or off campus via the remote application server at https://apps.ccsu.edu.

Section 4: Additional Resources
This section will cover additional resources related to technology, such as purchasing a new computer, your Blue Chip ID card, the Bookstore, and the Library.

Computer Purchases
We are often asked to recommend computers for home use. Since computers are available with many different options, we have listed a few basic recommendations on our web site. Visit www.ccsu.edu/its and click on the Purchasing Assistance link for details. CCSU faculty, staff, and students receive discounts from Dell, HP, and Apple. Visit the CCSU specific web pages to purchase a computer using our discounts:

Dell Discounts: www.dell.com/ccsu
HP Discounts: www.campushp.com/ccsu
Apple Discounts: www.apple.com/edu/ccsu

The Blue Chip Card
One of the first things you should do when you arrive on campus is get your University identification card, also known as the Blue Chip Card. The Blue Chip Card is a necessary and important part of your campus experience. The Blue Chip Card is not just an ID; it is a campus everything card! To get your Blue Chip ID Card, visit the Card Office located inside the Bookstore at the Student Center. You will need either your driver’s license or your official class schedule (given to you by the Registrar’s Office or during Academic Advising).

Use it to:
=> Access various campus locations such as parking garages and residence halls
=> Purchase meals anywhere on campus (and receive a 20% discount at certain locations on campus such as Devil’s Den and Jazzman’s Cafe)
=> Purchase meals, goods, and services from a variety of off campus merchants (such as Tony’s Central Pizza and The Underground Deli)
=> Borrow resources from the Elihu Burritt Library
=> Pay for photocopies
=> Pay for computer printing
=> Make purchases at the Bookstore in the Student Center
=> Make purchases from campus snack and soda machines
=> Make payments to the Bursar’s Office and other CCSU departments

Blue Chip Debit Account
Everyone has a Blue Chip debit account automatically set up. It is your choice whether or not to
take advantage of the account. The account works just like a regular bank debit account. You
deposit money into the account prior to spending it. Every time you use your Blue Chip Card to
make a purchase on campus or at participating off campus locations the card reader will record
your transaction, subtract the funds from your account, and instantly display the remaining
balance. If you do not have funds available you will not be able to make purchases. Use your
Blue Chip Card to purchase food at various locations on campus such as the Devil’s Den and
Jazzman’s Cafe, and receive a 20% discount!

Making Deposits
You can deposit money into your Blue Chip debit account in many ways:

=> Online Credit Card Deposits - Access CentralPipeline for Students, click on WebCentral-
Banner Web, enter your BlueNet Account username and password, and then click on Blue Chip
Card - Add Money. Note that if you use a Master Card or Discover a 2.5% convenience fee is
charged. E-checks do not incur this fee. Visa is not accepted.

=> Cash Value Centers - visit a Card Value Center machine to deposit cash. These machines
are located in the Student Center, Library, Marcus White Student Technology Center, Barrows
residence hall lobby, and Gallaudet residence hall lobby.

=> In Person - visit the Bursar’s Office to make a deposit by cash, check, or money order.

On Campus Purchasing Locations
=> Breakers & CENTIX (Student Center)
=> Campus vending & copy machines
=> Devil’s Den (Student Center) - 20% discount when you use your card!
=> Jazzman’s Cafe (Library) - 20% discount when you use your card!
=> Laundry
=> Library & Bookstore
=> Marcus White Student Technology Center
=> Memorial Hall Dining
=> Nutmeg Room

Off Campus Purchasing Locations
Your Blue Chip Card can be used to purchase food and services at over 30 locations off
campus such as Tony’s Central Pizza, The Underground Deli, Central Cuts Plus, RMDC (full
service garage & towing) and Big Sky Fitness. For the most up-to-date list, visit
www.cardoffice.ccsu.edu and click on the Merchants/Purchasing Locations link.

On-Line Card Office
The On-Line Card Office allows you to check your balance, get a transaction history, report a
lost card, and request a vending machine refund. To access the On-Line Card Office, visit
https://bluechip.ccsu.edu and log in with your BlueNet Account information.

Replacing Your Card
Report lost or stolen cards immediately to the:

=> Card Office (during business hours) by calling 860-832-2140
=> CCSU Campus Police (after hours) by calling 860-832-2375
=> On-Line Card Office at https://bluechip.ccsu.edu
A hold can be placed on your account to prevent any charges from being made. There is a fee for replacement cards. However, if your card is rendered unusable from regular use, return it to the Card Office and a new card will be issued to you at no charge. If you undergo a name change or change your status, a new card will be issued at no charge. For more information, visit www.cardoffice.ccsu.edu and click on the FAQ link, or contact the Card Office.

Contact Information and Hours
Student Center Room 106 (Entrance inside the Bookstore)
www.cardoffice.ccsu.edu
860-832-2140

Hours
Monday - Wednesday 9am - 5pm
Thursday 9am - 7pm
Friday 9am - 4pm
Hours vary during the summer and winter sessions, check the Card Office web site for details.

Media Equipment Loans and Duplication Services
The Media Center equipment distribution office offers the use of digital video camcorders (mini DV tape and tapeless memory card), tripods, digital still cameras (point and shoot), digital voice recorders and cd/cassette boom boxes. We also offer media duplication services of all types: DVD to DVD, VHS to DVD, Memory Card to DVD, Mini DV Tape to DVD. Students requesting equipment need to be on a class list or get special permission from a faculty member to check any of the items out. Loans are from one day to a maximum of one week. Please e-mail mediaequipment@ccsu.edu for more information.

The Bookstore
The Central Connecticut State University Bookstore, located in the Student Center, provides online resources to support classroom learning.

Buying Textbooks Online
Textbooks can be purchased online. Students will have the choice to purchase new, used, or digital textbooks and now can even rent textbooks. Textbook savings are now greater than the Internet and can save you up to 55%! Visit the Bookstore web site at www.ccsubookstore.com and click on the Textbooks link. The Bookstore will gather the books you order and charge them to your financial aid, Blue Chip card, Barnes & Noble gift card or any credit card you provide. You will get first access to cheaper books, convenient one-stop pick-up, no worries about getting the wrong book and a full refund policy. Once your order is complete, bring your confirmation number to the Bookstore and pick up your books.

Location and Contact Information
Located inside the Student Center
www.ccsubookstore.com
860-832-BOOK (2665)
Jack O’Leary, Store Manager
olearyj@ccsu.edu
The Library

The Elihu Burritt Library offers extensive technological resources to the campus community. In addition to the research collections and services offered on its website, the Library has computers throughout the building with Internet access, as well as Microsoft Office and other productivity software.

The Library Homepage

The Library homepage, http://library.ccsu.edu, is your gateway to resources such as electronic journals, magazines, newspapers, online subject encyclopedias, dissertations, and statistical information. Here are just a few of the services you can access from the Library’s homepage:

=> Database Finder (Articles and Databases) – locate research databases (for articles, etc.) by name or subject.

=> E-Journal Locator - locate digital journals or newspaper articles.

=> CONSULS - locate materials (books, journals, music, etc.) in print or on microfilm.

=> RefWorks - make bibliographies in any style, generate and store citations, and more.

CONSULS - The Library Catalog

Locate books, DVDs, and music available for loan with the CONSULS library catalog (www.consuls.org). In addition to CCSU library materials, you can browse and request materials in the other CSU campus libraries as well as the State Library. You can also renew books and see what you have checked out.

Logging in to CONSULS or Off-Campus Research Databases

Use your BlueNet Account username and password to log into your library record or use library research databases when you’re off-campus. Use the Accounts Management System (https://accounts.ccsu.edu) if you need to activate your BlueNet Account or reset your BlueNet Account password.

Interlibrary Loan

CCSU students, faculty, and staff may request materials not owned by the Burritt Library through our ILLiad Interlibrary Loan service (http://library.ccsu.edu/services/ill/). You will be asked to register for an account the first time you use the service. For more information, call 860-832-3408.

Advanced Research Assistance

The Online Search Services (OSS) Department is available to faculty and students that need help with their research. Emily Chasse, OSS Librarian, has access to over 500 databases in virtually all subject areas as well as special training in DIALOG, OVID, and DATASTAR databases. Contact Emily Chasse at chasse@ccsu.edu or 860-832-2063 for more information. Search requests should be made three days in advance.

Digital Course Reserves

Your instructors can post digital copies of book chapters, journal articles, sound files, and class notes online. Digital Course Reserves are available 24 hours a day, 7 days a week with a BlueNet Account username and password and an Internet connection. Information about Digital Course Reserves can be found at http://library.ccsu.edu/services/reserves/ or by contacting Heidi Kropf at kropf@ccsu.edu or 860-832-3406.

Using Digital Course Reserves

1. From CONSULS (www.consuls.org), click on Course Reserves.

2. Choose the Instructor or Course tab:
Instructor – type the instructor’s last name
Course – type the course number as it appears in the registration catalog, for example COMM 435.

3. An alphabetical listing of the items on reserve for that course will come up. The format column will indicate if there is an “electronic copy available.” If so, click on the title of the reading you want to view. Occasionally there will also be a thumbnail to click on if there are multiple parts to the reading.

4. A login screen will appear. For the option on the left, type in your BlueNet Account username and password. For the option on the right, type in your university ID number and library PIN.

5. To print the reading, choose the print icon from the Adobe toolbar attached to the top of the item.

6. Be sure to Log Out from your library record when using a public computer.

Help with Research
Have a question about the Library or need help researching a paper or project? Try the Ask-A-Librarian Service, which can be accessed by visiting http://library.ccsu.edu/help/aska. Click on the E-mail link and a reference librarian will contact you via e-mail within one working day. You can also chat live with a librarian via the Instant Message (IM) service or call the Reference Desk at 860-832-2060.

Wireless Internet
Wireless access is available in the Library. For more information, see the Wireless Network section of this book or visit www.ccsu.edu/wireless.

Contact Information and Hours
http://library.ccsu.edu
http://libguides.ccsu.edu/fye (Online help, videos, tutorials)
860-832-2055
860-832-2060

Hours
Monday - Thursday 8:00am - 10:45pm
Friday: 8:00am - 4:45pm
Saturday: 9:00am - 3:45pm
Sunday: 2:00pm - 9:45pm

Hours vary during the summer and winter sessions; check the Library web site for details

Get Connected to CCSU
Stay connected with the University by friending us on Facebook or following us on Twitter. For more information, visit www.ccsu.edu/connect.
Section 5: Hints & Tips

Turn off your Computer Every Night
Turning off your computer at night protects it from being hacked into and saves electricity.

Use Surge Suppressors
Electrical surges can enter your computer through any exterior line connected to the unit, including power lines, telephone lines, cable lines, and network lines. When circuits are not adequately protected, your computer is subject to damaging electrical surges and loss of all information stored on your computer. Surge suppressors prevent electrical surges from damaging your computer and peripherals. You may purchase a surge suppressor for home or residence hall use wherever office supplies are sold.

Change your Password Often
To help ensure that your account and our network are safe, please change your password often. Always use a “strong” password (one that includes three or more of these character types: uppercase letter, lowercase letter, numeric character, symbol character) which makes it harder to break. Do not use any part of your name, a nickname, or any other password that can easily be guessed.

Do Not Share your Password
No one should ask for your password, not even your parents. If you get an e-mail message from someone claiming to be from the University asking for your password, you should not respond and should delete the message. Call the IT Help Desk immediately and they will advise you on how to proceed. Never share your password with anyone, including University staff or family members.

Secure your Data
Logging out of your account or locking your workstation when you walk away can save you from potentially harmful security breaches. If you do not log out of your account or lock your workstation when not in use, anyone can walk up to your computer and access your private data, e-mail account, etc. The University considers the account owner fully responsible for all account activities.

Do Not Respond to SPAM
Responding to unsolicited e-mail only confirms that you have an active e-mail address and exposes you to additional solicitations and scams that can fill your inbox. Your My.CCSU e-mail account is powered by Microsoft Outlook Live@edu and has built-in spam protection.

Do Not Open Attachments from Unknown Senders
Exercise caution with e-mail attachments, and never open those from unknown senders. E-mail attachments can potentially contain viruses, which can infect your computer and our network.

Be Cautious When Using Public Computers
When using a public computer to access CCSU’s online systems such as WebCentral-Banner Web and Blackboard Vista, it is advised that you exit the browser after logging out. Use caution with any unfamiliar network or computer. Always use computers that are maintained by people you trust or ask if the computer is protected. If you use a public computer away from the campus, change your password as soon as possible from a trusted computer.

Delete Unnecessary Programs
Your computer’s memory may be cluttered with programs that are unnecessary, such as Gator, Hotbar, Weatherbug, Yahoo toolbar, and Google toolbar. Deleting these unnecessary programs will free up space on your hard drive and improve your computer’s performance.
Install McAfee VirusScan Enterprise
Viruses can infect your computer without your knowledge and cause harm. They can eat up your computer’s memory, decrease performance, corrupt data, cause crashes, and are often very hard to get rid of.

It is very important to install virus scan software on your computer and to update it regularly. McAfee VirusScan helps keep your computer free of viruses, Trojan horses, and other malicious code. VirusScan software scans your computer’s hard drive and provides detailed reports of what it finds.

We provide McAfee VirusScan Enterprise + Anti-Spyware Module free to all students, faculty, and staff. The software is pre-installed on all campus computers. To download McAfee Enterprise for home use, visit www.ccsu.edu/its/downloads. For installation instructions, click on the Instructions link next to the version of McAfee that you are downloading onto your computer.

Update McAfee VirusScan Enterprise
It is imperative that you update your virus scan program regularly! Viruses are constantly getting meaner, uglier, and sneakier. Updating is the only way to keep your virus scan program abreast of new viruses so it can detect and remove them from your computer. It is important that you update McAfee VirusScan every week to ensure that it is running at peak performance and is keeping your computer and our network virus free. Your campus version of McAfee VirusScan is updated automatically. For instructions on how to update your home version of VirusScan, visit www.ccsu.edu/its/downloads and click the Instructions link next to the version of McAfee VirusScan that you downloaded onto your computer.

Install and Update a Spyware Removal Program
Spyware is a type of software that covertly loads itself onto your computer, monitors Internet activity, and transmits information from your computer, all without your knowledge. Spyware can collect and transmit information such as e-mail addresses, passwords, and credit card numbers. In addition, spyware takes up memory space and eats up network bandwidth as it sends information back to the spyware’s home base through your Internet connection. Spyware can cause a myriad of problems within your computer, including system crashes and degraded performance.

To help combat spyware, install a good spyware removal program and make sure you update it regularly. We install McAfee VirusScan Enterprise + Anti-Spyware Module on all campus computers. It is also available for home use by all faculty, staff, and students. If you do not use McAfee Enterprise, we recommend a program such as Ad-Aware, Spybot Search & Destroy, or Microsoft Windows Defender for your home computer. After you install a spyware removal program, you must update it regularly to download the latest definitions.


Install McAfee Site Advisor
SiteAdvisor is a free tool that works with your web browser to ensure that you are navigating to safe web sites. It adds small site rating icons to your search results as well as a browser button and optional search box. Together, these alert you to potentially risky sites and help you find safer alternatives. These site ratings are based on tests conducted by McAfee using an army of computers that look for all kinds of threats, without collecting any personally identifiable information. To download McAfee SiteAdvisor, visit www.siteadvisor.com.
Weekly Computer Maintenance
We recommend that you perform each of the following tasks as part of a weekly computer maintenance routine. This will help to keep your computer running at optimal performance.

Delete Internet Cache and Cookies
Your computer stores information from all the web sites that you visit in a space called an Internet cache. This information can eat up memory and slow down your computer's performance. In addition, some web sites place cookies (small data files) on your hard drive. Cookies contain information the site can use to track such things as passwords, lists of pages you’ve visited, and the date on which you last visited a certain page. If your computer becomes infected with spyware or a virus, cookies are one of the first places it will look to for information about you. We recommend that you delete Internet Cache and Cookies on a regular basis.

Defragment your Computer's Hard Drive
Your computer saves information in blocks in random available space on your hard drive. After a while, your computer uses up all of its contiguous storage space, and as a result, your computer slows down. Defragment your hard drive when your computer behaves sluggishly, when you install a new software program, or remove an existing software program. We recommend that you defragment your computer’s hard drive on a regular basis.

Section 6: Policies

There are many policies relating to technology that you should be aware of. As they are routinely updated, you can view all current policies at www.ccsu.edu/its/usersupport/PoliciesProcedures. Here are a few that we felt you should be aware of:

Student Use of University Computer Systems and Networks

1. University computer systems and networks are provided for student use as a part of the University academic program. Students are encouraged to become proficient in the use of computers as a means of enhancing their educational experience. However, widespread student use also necessitates certain rules of computer conduct. Computer misconduct can result in restrictions on or revocation of computer access privileges.

2. University computer systems and networks constitute an expensive and valuable resource. The capacity of this resource to fulfill all the legitimate academic and administrative needs of students, faculty, and staff is limited.

3. Student users have a responsibility to use University computer resources in an efficient, ethical, and lawful manner.

4. The University has a right and a duty to protect its valuable computer resources and to restrict student access to uses that are strictly related to the students’ academic programs as well as reasonably limited in time. The University reserves the right to define what are unauthorized student uses.

5. The Chief Computer Administrator or designee(s) at each University in the CSU System and at the System Office may monitor student user accounts, files, and/or log-in sessions for appropriate management purposes. Such purposes include but are not limited to performing archival and recovery procedures, evaluating system performance, and ensuring system integrity and security.

6. Upon identifying a violation of this policy which constitutes an immediate, clear danger to the University computer systems or networks the Chief Computer Administrator or designee(s) at
each University and in the System Office may immediately limit or suspend a student’s access to University computer resources with immediate notification of charges and actions to the appropriate Chief Student Affairs Administrator or designee(s). This emergency suspension of computer use will then follow the student judicial procedures for “Interim Suspension” as provided in the CSU Student Rights and Responsibilities and Judicial Procedures document.  

7. Violations of University computer policy which do not constitute an immediate, clear danger to the University computer systems or computer networks will be referred to the regular student disciplinary process.

8. Student computer offenses, which are included as number 25 in the Appendix of Punishable Offenses in the CSU Student Rights and Responsibilities and Judicial Procedures document are as follows:

- Unauthorized use of University computers and/or peripheral systems and networks;
- Unauthorized access to University computer programs or files;
- Unauthorized alteration or duplication of University computer programs or files;
- Any deliberate action to disrupt the operation of University computer systems which serve other members of the University community, including all networks to which University computers are connected;
- Use of University computer systems and networks for committing crimes violating civil laws, or violating University rules.

9. UNAUTHORIZED USES for students include but are not limited to the following:

- Computer games which are not assigned course work;
- Development or transmitting of chain letters;
- Entering or transmitting of commercial advertisements or solicitations;
- Entering or transmitting of political campaign material relating to elections to be held outside the University;
- Entering or transmitting of obscene material;
- Sexual harassment or other forms of harassment aimed at others or otherwise threatening others;
- Sharing one’s own computer account with others or using another person’s accounts;
- Violation of copyright laws or using or copying software in ways that violate the terms of the license;
- Entering or transmitting computer viruses or any form of intentionally destructive programs;
- Intentional disruption of network services;
- Connecting any device to the network without permission;
- Copying, modifying, replacing, or deleting any other user’s account or any software used for system management;
- Harming University computer equipment;
- Uses which violate rules developed at each University which are necessitated by facilities limitations or other circumstances unique to each University.

Approved November 8, 1995
University Policy on Electronic Student Communications

Central Connecticut State University relies upon the use of electronic messaging systems to provide official University communications to its students. Electronic communications allows the University to provide more timely information to the campus community, while reducing administrative costs. As with traditional postal mail messages, the University expects any electronic messages sent to be received and read by the student in a timely manner. Each student is responsible for reviewing their designated e-mail account frequently to receive official University correspondence.

The University Information Technology Services Department provides active students with their own My.CCSU e-mail accounts remotely hosted by Microsoft’s Live@edu service. The e-mail address chosen by the student will be considered by the University to be the student’s e-mail address for the purpose of receiving official University electronic communications. When using the Microsoft Live@edu service, students are bound by the CSUS Email Policy found at the Policy page linked off www.ccsu.edu/its.

It shall be the responsibility of the student for ensuring their e-mail account is properly maintained to receive University e-mail messages. This includes adequate mail quota, anti-spam filters and account activations. As with the postal mail service, the University assumes no responsibility for any messages not received or read by the student. Students are advised to be aware of all relevant University policies and schedules, including those used for registration, billing, health services, etc.

Electronic communications are not considered a secure mechanism for transmitting confidential and/or private information. Students are advised to exercise caution when using electronic communications to discuss such information. Electronic communications, as with all University documents, are subject to the provisions of the Freedom of Information Act.

Approved by University Executive Committee on March 22, 2005

Updated: May 24, 2011

Marcus White Student Technology Center General Policies

- To enter the lab, a valid Blue Chip Card must be presented at the front desk upon entrance.
- All lab users must have a BlueNet Account before they will be allowed to use the computers in the lab.
- All lab users must adhere to the CSU Policy Statement on Student Use of University Computer Systems and Networks.
- No food, drinks, smoking, bicycles, or animals (except seeing-eye dogs) are permitted in the Marcus White Computer Lab.
- Except in special cases (with permission of a lab supervisor), lab users are not allowed to bring visitors/guests into the lab with them.
- Visitors must wait in the lobby.
- Displaying of offensive graphic images by way of a web browser or other software is not permitted by lab users. Displaying of such images is in violation of the CSU Policy on Student Use of University Computer Systems and Networks.
- The playing of computer or internet games is not allowed in the lab.
- The use of chat programs or chat rooms is not allowed in the lab.
• The installation of programs on the lab computers is not allowed, unless cleared by the Director of the Marcus White Computer Lab.

• Although there is no dress code per se, shoes and shirts are required of all lab users.

• Lab phones are reserved for facility usage only. Lab users requesting to use a phone should be referred to the pay phone or red phone in the lab lobby.

• Reference manuals borrowed by lab users must not leave the room. The lab user’s student ID will be placed in the appropriate ID box until the manual is returned.

• Computers left idle for more than 30 minutes may be assigned to another user. (We will remove all personal belongings and save the user’s work before giving away the computer.)

• Groups may utilize computers as long as such use does not compromise the noise level and work environment of the individual users of the facility. Equipment and cables are to be moved by authorized personnel only.

• Lab users may not attach personal hardware (with the exception of personal ‘flash drives’ for storage of information) to the computer lab network without permission from a lab supervisor.

• Lab users are required to be out of the facility at closing time (or a few minutes before) so that the student employees can carry out closing procedures.

Residential Computing Computer and Network Use Guidelines

I. Introduction

These acceptable use guidelines govern the use of computers and networks within the CCSU residences. As a user of these resources, you are responsible for reading and understanding this document. This document protects the consumers of computing resources, computing hardware and networks, and system administrators. It is intended to augment and clarify the existing computer use policies for Central Connecticut State University.

II. Rights and Responsibilities

Computers and networks can provide access to resources on and off campus, as well as the ability to communicate with other users worldwide. Such open access is a privilege and requires that individual users act responsibly. Users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. Because electronic information is volatile and easily reproduced, users must exercise care in acknowledging and respecting the work of others through strict adherence to software licensing agreements and copyright laws.

III. Existing Legal Context

All existing laws (federal and state) and University regulations and policies apply, including not only those laws and regulations that are specific to computers and networks, but also those that may apply generally to personal conduct.

Users do not own accounts on University computers, but are granted the privilege of exclusive use. Under the Electronic Communications Privacy Act of 1986 (Title 18 U.S.C. section 2510 et. seq.), users are entitled to privacy regarding information contained on these accounts. This act, however, allows system administrators or other University employees to access user files in the normal course of their employment when necessary to protect the integrity of computer systems or the rights or property of the University. For example, system administrators may examine or make copies of files that are suspected of misuse or that have been corrupted or damaged. User files may be subject to search by law enforcement agencies under court order if such files
contain information which may be used as evidence in a court of law. In addition, student files on University computer facilities are considered “educational records” under the Family Educational Rights and Privacy Act of 1974 (Title 20 U.S.C. section 1232[g]).

Misuse of computing, networking or information resources may result in the loss of computing and/or network access. Additionally, misuse can be prosecuted under applicable statutes. Users may be held accountable for their conduct under any applicable University or campus policies, procedures, or collective bargaining agreements. Illegal production of software and other intellectual property protected by U.S. copyright law is subject to civil damages and criminal punishment including fines and imprisonment. Central Connecticut State University supports the policy of EDUCOM on “Software and Intellectual Rights.”

Other organizations operating computing and network facilities that are reachable via the CCSU network may have their own policies governing the use of those resources. When accessing remote resources from CCSU facilities, users are responsible for obeying both the policies set forth in this document and the policies of the other organizations.

IV. Enforcement

Minor infractions of this policy, when accidental, such as consuming excessive resources or overloading computer systems, are generally resolved informally by the unit administering the accounts or network. This may be done through electronic mail or in-person discussion and education.

Repeated minor infractions or misconduct which is more serious may result in the temporary or permanent loss of computer access privileges or the modification of those privileges. More serious violations include, but are not limited to unauthorized use of computer resources, attempts to steal passwords or data, unauthorized use or copying of licensed software, repeated harassment, or threatening behavior. In addition, offenders may be referred to their sponsoring advisor, department, employer, or other appropriate University office for further action. If the individual is a student, the matter may be referred to Student Affairs for disciplinary action. Any offense which violates local, state, or federal laws may result in the immediate loss of all University computing privileges and will be referred to appropriate University offices and/or law enforcement authorities.

V. Conducts of Violation

Conduct which violates these guidelines includes, but is not limited to the activities in the following list:

- Using the Campus Network to gain unauthorized access to any computer systems.
- Connecting unauthorized equipment to the campus network.
- Unauthorized attempts to circumvent data protection schemes or uncover security loopholes. This includes creating and/or running programs that are designed to identify security loopholes and/or decrypt intentionally secure data.
- Unauthorized use of a computer account.
- Knowingly or carelessly performing an act that will interfere with the normal operation of computers, terminals, peripherals, or networks.
- Knowingly or carelessly running or installing on any computer system or network, or giving to another user a program intended to damage or to place excessive load on a computer system or network. This includes, but is not limited to, programs known as computer viruses, Trojan Horses, and worms.
Deliberately wasting/overloading computing resources, such as printing too many copies of a document.

Violating terms of applicable software licensing agreements or copyright laws.

Violating copyright laws and their fair use provisions through inappropriate reproduction or dissemination of copyrighted text, images, etc.

Using University resources for commercial activity such as creating products or services for sale.

Using electronic mail to harass or threaten others. This includes sending repeated, unwanted e-mail to another user.

Initiating or propagating electronic chain letters.

Inappropriate mass mailing. This includes multiple mailings to newsgroups, mailing lists, or individuals, e.g. “spamming,” “flooding,” or “bombing.”

Forging the identity of a user or machine in an electronic communication.

Transmitting or reproducing materials that are slanderous or defamatory in nature, or that otherwise violate existing laws or University regulations.

Displaying obscene, lewd, or sexually harassing images or text in a public computer facility or location that can be in view of others.

Attempting to monitor or tamper with another user’s electronic communications, or reading, copying, changing, or deleting another user’s files or software without the explicit agreement of the owner.

Adapted with permission from the University of California, Davis Computer and Network Use Policy.

Section 7: Glossary

Anti-Virus Software - when properly used and updated, anti-virus software will remove viruses from your hard drive and prevent new viruses from loading onto your hard drive.

Blackboard Vista - the course management system used to post online course materials.

BlueNet Account - your CCSU computer account username and password.

Blue Chip Card - University identification card.

Broadcast Messages - an e-mail message utility available for designated University officials approved by the President (broadcast messages are sent to everyone with a CCSU e-mail account).

CentralPipeline - a web portal page that connects you to almost all of CCSU’s web-based resources and information.

Citrix/Remote Application Server - a system that allows students, faculty, and staff access to commonly used University applications.

Clean Access - software used to protect the CCSU network. Used by ResNet to allow students living in the residence halls to connect to the campus network. Used by the wireless network to allow users with wireless computers to connect to the Internet.

CONSULS - Connecticut State University Library System. The library catalog shared by Central, Eastern, Southern, Western and the Connecticut State Library.
Cookies - small data files used to identify users and possibly prepare customized web pages for them. These data files contain information the site can use to track such things as passwords, lists of pages you’ve visited, and the last date when a certain page was viewed.

Domain - a group of computers and devices on a network that are administered as a unit with common rules and procedures (CCSU has two domains: ccsu_comp_srv for faculty and staff and ccsu_aca_comp for students).

Ethernet - most common Local Area Network (LAN) that connects computers using high-speed bandwidth.

Firewall - hardware or software that prohibits unauthorized traffic from accessing a computer.

Internet Cache - computer memory designated for temporary Internet file storage.

IP Address - an identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. Each computer has its own IP address.

Listserv - an e-mail utility maintained for the purpose of facilitating communication among members of the CCSU community.

Live@edu - student My.CCSU e-mail system hosted by Microsoft, accessed by going to www.outlook.com. Student e-mail addresses end in "@my.ccsu.edu"

M: drive - a personal network drive provided to all CCSU students, faculty, and staff with a BlueNet Account. All information placed on the M: drive is stored on a server and is backed up nightly.

Mac - Apple Macintosh Computer.

Netshare - network drive space, such as the M: drive or departmental drive.

NIC - Network Interface Card. An expansion card you insert into a computer so the computer can be connected to a network.

OS - Operating System. The most important program that runs on a computer. Every general-purpose computer must have an operating system to run other programs. The OS performs basic tasks such as sending output to the display screen, keeping track of files, and controlling peripheral devices. Windows and Mac OSX are operating systems.

Outlook.com - allows students to view their My.CCSU e-mail from any computer with Internet access.

PC - Personal Computer.

PDF - Portable Document Format - a file format that captures formatting information from a file, allowing it to appear to readers as it is intended. To view a PDF file, you need Adobe Reader, a free application distributed by Adobe Systems.

ResNet - Residential Network. The Internet service provided to students living in the CCSU residence halls.

SkyDrive - allows you to store, create, and share files online. To access your SkyDrive, go to www.outlook.com and log in using your My.CCSU e-mail account username and password.

Spam - unsolicited junk-email.

Spyware - a type of software that loads onto your computer, monitors Internet activity, and transmits information from your computer to someone else - all without your knowledge.
**URL** - Uniform Resource Locator - A unique identifier that refers to a resource on the web (e.g. www.ccsu.edu).

**USB Flash Drive** - a small, portable flash memory card that plugs into a computer's USB port and functions as a portable hard drive. USB flash drives are easy to use and small enough to carry in your pocket.

**USB Port** - Universal Serial Bus Port. A port that allows you to connect peripheral devices, such as mice, modems, and keyboards to your computer. USB ports also support removable memory such as USB flash drives.

**Virus** - a program or piece of code that is loaded onto your computer without your knowledge and runs against your wishes. Viruses can quickly reproduce, use up all available memory, and cause your computer to crash. Some viruses can transmit across networks and cause entire networks to crash.

**WebCentral-Banner Web** - this tool is accessible through CentralPipeline. It is the administrative system used by students to do such tasks as register for classes, view final grades and transcripts, pay e-bills, and more.

**Wireless network** - allows access to the Internet and other network resources from a portable computer.