How to Log in

- If you do not remember your username or password, call information technology using the information provided in the box at the right.
- Usernames and passwords are not case-sensitive.
- If you enter your username and/or password three times incorrectly, you will be temporarily locked out of the computer.
  You may try to log in again after 30 minutes, or contact information technology if you need your account unlocked immediately.
- Your username may be changed three times a year. Look for a notification email from Dr. David Rotman (Assoc. VP for Technology/CIO) toward the end of spring, summer, and fall semesters for specific instructions.

Password Issues

You can use your CedarNet username and password to access CedarInfo, university email, and online courses (e.g., Moodle).

Change Your Password – On Campus

1. Log in to a university computer using your CedarNet username and password.
2. Click the Windows [Start] button (located in the lower left of your screen)
3. Choose All Programs.
4. Select CedarNet.
5. Choose Network Utilities.
7. Type your current password and then your new password (twice) in the spaces provided.
8. Click [Change].

For tips on creating a strong password, refer to the Cedarville University computer help pages:
(www.cedarville.edu/help/Create-a-Strong-Password)
Change Your Password – Off Campus

1. Open an Internet browser (e.g., Internet Explorer, Google Chrome, Safari, etc.)
2. Go to the Cedarville University student homepage (www.cedarville.edu/student).
3. Click the CedarInfo link (in the QuickLinks list).
4. Log in with your CedarNet username and password. Click [Authenticate].
5. Locate the Individual (General) Transactions section.
6. Click Change your CedarNet password.
7. Enter your new password two times.
8. Click [Process Change]. You should receive a message that your password has been successfully changed.
9. Click the [End Session] link at the bottom of the screen.

Reset your own Password

If you forget your password, you can reset it yourself by answering your CedarInfo Hint Challenge. (Note: The hint challenge is only helpful if you have set a hint up in CedarInfo before you need to reset your password.)

1. Navigate to the student homepage (www.cedarville.edu/student).
2. Click the CedarInfo link (in the QuickLinks list). A Cedarville University Web Authentication Service screen will appear.
3. Locate the Authentication Service Information section.
4. If you have previously set up a hint challenge through CedarInfo,
   a. Click the answering your hint challenge link.
   b. Enter your username > click [Show Question].
   c. Enter the answer to your hint question > click [Check Answer].
   d. A new password will display on the screen.
   e. Use your username and new password to log in to CedarInfo.
   f. Follow the “Change Your Password” steps on pages 1 and 2 of this document to create a new, secure password of your own.

Get Password Help

If you have not previously set up a hint challenge through CedarInfo, or if you are unsuccessful with the above instructions, call information technology at 937-766-7905, and a staff member will issue a temporary password for your account.

Afterwards, you will want to change this temporary password and create a new, secure password of your own (refer to page 1 and 2 of this handout for instructions).
Email

Your Cedarville University email address is composed of your username plus the Cedarville email domain @cedarville.edu. For example, if your username is JimSmith, then your email address is JimSmith@cedarville.edu

Google Apps is an Internet-based application, so you will always access your Cedarville email through an Internet browser. You will use the same process whether you are on or off campus, on a university computer or your Self-Provided Computer (SPC). An SPC is any non-university computer (e.g., a personal computer, tablet, or smartphone).

Information technology recommends that you use the Google Chrome browser as Google Apps works best with it; in fact, some Google Apps features work only in Google Chrome.

Email is used extensively by professors to communicate with students about coursework including online classes. Check your university email account frequently for the latest updates!

Install Google Chrome browser on your SPC:

1. Open an Internet browser.
2. Enter the following address into the navigation bar and go to the Chrome download page (www.google.com/chrome).
3. Click [Download Chrome].
4. Follow the prompts to install Chrome. A browser window will automatically open once Chrome is installed.

Access Google Email

1. Log in to a university computer using your CedarNet username and password (or access the wireless network on your SPC).
2. Open an Internet browser (e.g., Google Chrome).
   
   (If the Chrome icon is not visible on the university computer, click the Windows [Start] button > choose All Programs > choose CedarNet > choose Communications > then Google Chrome).
3. Navigate to the Cedarville Google Apps landing page (www.cedarville.edu/google).
   Note the links to Google Apps computer help pages on the right side of the page.
4. Click the Mail link to redirect to the login page.
5. Enter your CedarNet username and password.
   (Remember to enter only your username, not your full email address.)
6. Click [Login].

Attach a File to an Email - Click and Drag

To send a document or file (e.g., your homework) via email, you will need to attach it to an email. This method will not work if you use Internet Explorer, but other browsers (e.g., Google Chrome) allow you to simply drag a file into the Mail window to attach it.
1. Open an **Internet browser** (e.g., Google Chrome), and navigate to the Cedarville University Google Apps landing page (www.cedarville.edu/google).

2. Click the [Mail] icon, and log in to your account using your CedarNet **username** and **password**.

3. Click the [Compose] button.

4. Click and drag each file into the Compose Mail window. You will see the words “Drop files here to add them as attachments.” Drop the file in this area.

5. Once you have added the necessary attachments, complete the address and subject lines and compose your email as usual.

6. Click [Send].

**Attach a File to an Email – Browse and Attach**

1. Open an **Internet browser** (e.g., Google Chrome), and navigate to the Cedarville University Google Apps landing page (www.cedarville.edu/google).

2. Click the Mail icon, and log in to your account using your CedarNet **username** and **password**.

3. Click the [Compose] button.

4. Click the Attach a file link under the Subject line.

5. **Navigate** to your document. **Double-click** to attach the file.

6. To attach another file, click the Attach another file link.

7. Complete the address and subject lines and compose your email as usual.

8. Click [Send].

**Network Storage Space**

**Access Your Network Files (H: Drive) - On Campus**

When you log in to CedarNet on campus, you will automatically be connected to your 6 GB of personal storage space on the Cedarville network, which is called your H: drive.

Your H: drive is physically located on a network server and is available whenever you log in. It is secure and not accessible to other general users.

You can view the contents of your H: drive from a university computer by following these steps:

1. Log in and click the Windows [Start] button (located in the lower left of your screen).

2. Choose **Computer** from the right-hand menu.

3. **Double-click** the icon for your H: drive (refer to the example at right).

4. Make a note of your **server name** which is contained in the H: drive path. *Note that the servers are all named for trees (e.g., Fig, Peach, Elm, etc.)*

---

*Information Technology • 251 N. Main St • Cedarville, OH 45314 • 1-800-CEDARVILLE • www.cedarville.edu/informationtechnology*
Information technology staff often refer to server names when announcing planned network maintenance or explaining network outages. Knowing your server name will help you identify which announcements will affect you.

**Access Your Network Files (H: Drive) - Off Campus**

In order to view Microsoft Office documents off campus, you must have the Office 2010 software suite installed on your home computer. Office 2010 software is available for purchase at the Cedarville University Bookstore for about $85.

1. Open an Internet browser (e.g., Internet Explorer, Google Chrome, Safari, etc.)
3. Log in using your CedarNet username and password when prompted.
4. Double-click Home@CEDARVILLE > Double-click docs to view the saved files on your H: drive.

If you wish to work on a file from home, you will need to download the file and then upload it back to the network afterward. Step-by-step instructions are located in the Access Network Drives from Off-Campus computer help page (www.cedarville.edu/help/Access-H-J-S-T-Drives-from-Off-Campus).

**Access the S: and T: Drives**

Instructors may store class files on the S: network drive for your use. In addition, collaborative space may be arranged on the T: drive for group projects.

Use the steps outlined above for accessing your network storage space off campus. When you come to step 4, choose Drive S@DEPT or Drive T@PROJ.

If you are on campus using a university-owned computer, the S: and T: drives will show up as available drives under Computer and Windows Explorer.

**Visiting Campus**

If you are taking a graduate class on campus, staying in the residence halls, or even coming to campus for a visit, there are some special resources of which you may want to take advantage.

**Open-Access Computer Labs**

Several computer labs are available on campus. You may use your CedarNet username and password to log in to one of the lab computers.

Please note that several of the computer labs are closed during the summer.

Check the computer lab website (www.cedarville.edu/computerlab) or call information technology 937-766-7905 for current hours of operation.
Print Quota

Each enrolled student receives a print quota of $2.50 (50 prints) per registered credit hour for black and white laser printing in the open-access computer labs and classrooms.

Print quotas expire at the end of each term, and students will need to pay to add more prints once their print quota is exhausted.

Visit the Print Quota FAQ help page (www.cedarville.edu/printquota) for additional details and instructions.

Wireless printing is now available! Visit the CedarPrint Wireless Printing FAQ help page (www.cedarville.edu/cedarprint) for additional details and instructions.

Wireless Network

Bring your SPC (e.g., laptop, tablet or mobile device) to campus and take advantage of the campus-wide Cedarville wireless network.

Visit www.cedarville.edu/wireless to view wireless maps and additional information.

You may connect to **cu-unsecure** using your CedarNet username and password.

If you require a more secure, encrypted connection, view the SPC QuickConnect Guide (www.cedarville.edu/spcconnection) for instructions on how to connect to **cu-secure**.

If you have additional questions, feel free to stop by information technology's main office in the Tyler Digital Communication Center (room 122) during regular business hours (8am-5pm EST weekdays) or contact information technology at 937-766-7905.

Get Help

Username or Password Problems

- Contact information technology at 937-766-7905 during business hours (Monday through Friday, 8am-5pm EST).
- After 5pm weekdays and on weekends, please call after-hours support at 937-766-6518. You will want to provide your contact information and identify yourself as a graduate student.

Moodle Questions

- Visit Moodle Resource (Students) (www.cedarville.edu/help/Moodle-Resources-Students) for a list of frequently asked questions.
- For questions not covered in the FAQ, please get in touch with your professor using the contact information provided in class or on the syllabus.

Other Software Questions

- Answers to more than 400 frequently asked computer questions are available on the Cedarville computer help pages (www.cedarville.edu/computerhelp)
- Email the Student Computer Help Desk at ComputerHelp@cedarville.edu
Computer Hardware Issues – On Campus

If you experience problems with a university computer (in a residence hall, classroom or computer lab), submit an online computer service request (www.cedarville.edu/csr) using the following instructions.

1. Log in to a university computer using your CedarNet username and password.

2. Open an Internet browser (e.g., Internet Explorer, Google Chrome, Safari, etc.) and navigate to the computer service request screen (www.cedarville.edu/csr).

3. Log in using your CedarNet username and password > click [Authenticate].

4. Choose the appropriate radio button to indicate the type of problem you are experiencing (university computer, your account, etc.) > click [Continue].

5. Complete the appropriate fields paying special attention to Description of the Problem. Important pieces of information to include in this box are:
   a. The text of any error messages you received.
   b. When the problem began and how often it occurs.
   c. Any programs you recently installed or other recent changes made to your system.

6. Click [Submit Problem] when the form is filled out completely (located at the bottom of the screen).

7. A confirmation of your computer service request will be emailed to your university email address along with a link which you can use to track the progress of your service request.

We hope this guide has been helpful and that you have a positive computing experience at Cedarville University.

Feel free to contact us if you have any questions or concerns. We are here to help!

Kathryn P. Carnegis
Director of User Services
937-766-7905
kcarnegis@cedarville.edu

Follow us on Twitter @cedarvilleIT