

Helpful Computer Logon Information for New or Returning Students

Dear Student:

Your username on the campus computers, Blackboard, and Student Email (Squirrel Mail) is your official Student ID (the 5-9 digit number generated by our Student Information System at the time you completed the admissions process). Starting out your password on these systems is the same. It is a combination of the first letter of your first name capitalized, the first letter of your last name non-capitalized, and your full eight-digit date of birth (ex., John Smith born on January 15, 1989 would have a starting password of Js01151989). On the campus computers you will have to change your password immediately, on Blackboard you're highly encouraged to change your password, and on Student Email you couldn't change your password even if you wanted to (we preemptively apologize for this last one and we are working on finding a solution).

When you log onto any campus computer for the first time, you're immediately asked to change your password. The password-change window that appears will already have your old password filled in. It'll not look like your password because it's shown as solid black dots. You really only have to provide a new password; you just need to enter it twice before you press the Enter key on the keyboard. Your new password has to be at least eight characters long—it may be longer if desired—and at least three of those characters must be one each of the following character types: one capital letter, one non-capital letter, and one number or special character. The remaining five or more characters can be any character combination desired, and the order of all the characters is not important. Additionally, your password will expire now every 90 days rather than the previous 180 days (by Arkansas State mandate), so you'll need to come up with a new password a little more often. Also, you can't reuse a password that you've used in the past 24 passwords. I recommend recording your passwords as you create them and storing them in a place that only you've access to in case you forget your password at some later date. That way all you have to do is pull out your list, refresh your memory with your current password, and log in to do your work. You'll also have a convenient list of your last 24 passwords so you don't try to reuse one of them. Can you really remember the last 24 passwords you've used? I know I can't.

First-time campus computer logon.

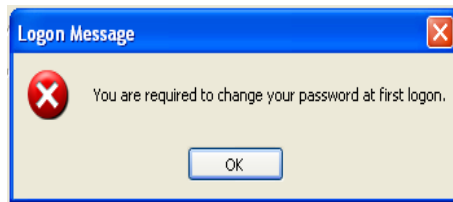


Enter your Student ID on this line.

Enter your password here in the format explained on the first page.

Make sure this line has CCCUA in it.

Once your password is entered correctly you will see this message.



Click OK and you get this window.

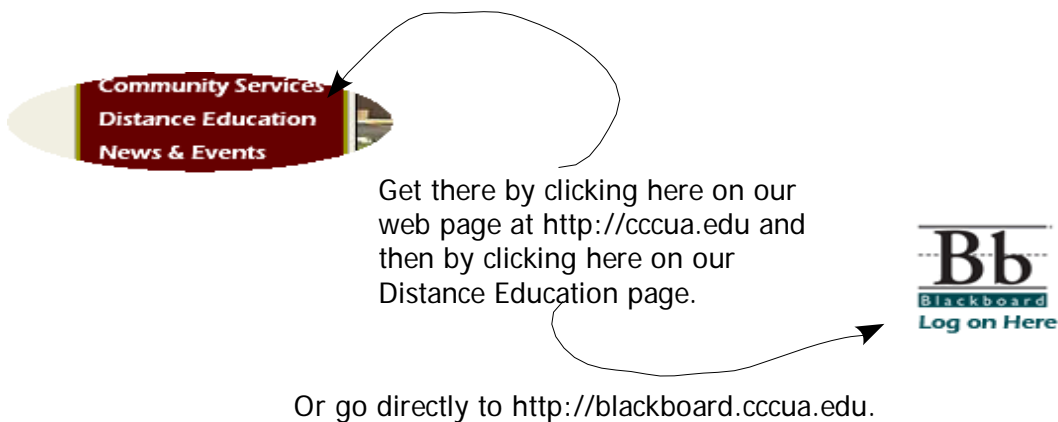


Your old password is already entered for you so all you have to do is enter a new password and then again for verification purposes

Once you enter an eight-character (or more) password that has at least one each Capitalized letter, non-capitalized letter, and number or special character, you get this message. Also, your new password can't be one of the last 24 passwords you've used.



The **Blackboard** system doesn't force you to change your password but I highly encourage you to do so. You definitely don't want any posers logging into your Blackboard class, using your good name to insult your fellow classmates and your instructor, and then submitting assignments or taking tests that'll not do your academic career justice. So, just change that password! Here's how you can do that. When you log into Blackboard and before you click on any of the links that take you to your classes, you'll see the 'Tools' pod on the left side of the window. This pod contains a link to your 'Personal Information'. Click on that link, click on the 'Change Password' link on the next page, fill in a new password and then reenter it for verification's sake, click the Submit button, and you're done. Blackboard is a little more password-change friendly than our campus computer systems. You don't have to provide your old password, and the password complexity issue is a non-issue; if you're happy with the password you've chosen so is Blackboard. Also, there is no password expiration issue in Blackboard; just a password forgot issue. Luckily, Blackboard provides a very convenient method for you to recover from a forgotten password. On the Login page, right below the Login button, you'll see a 'Forgot your password?' link. Click on that link, fill in the top three boxes in part 1 only, and click the Submit button. The Blackboard system will email a message to the email account on record in your Blackboard account, an entry which is initially set to your student email account—something you can also easily change in your 'Personal Information' area. The link in this email message, when clicked, takes you to the previously described password-change-friendly page. Enter a new password, reenter it for verification's sake, click the Submit button, and then you're ready to log in and do some work.





Welcome to **Blackboard Learning System™ (Release 6)**.
Please enter your User Name and Password to access your e-Learning system.

You can access as a guest by clicking the "Preview" button below.

[Preview](#)

Have an Account? Login Here.

If you already have an account, enter your login information here and click the "Login" button below. If you do not have an account, please click on one of the buttons to the left.

USERNAME:

PASSWORD:

[Login](#)

[Forgot your password?](#)

Enter your Student ID in this box.

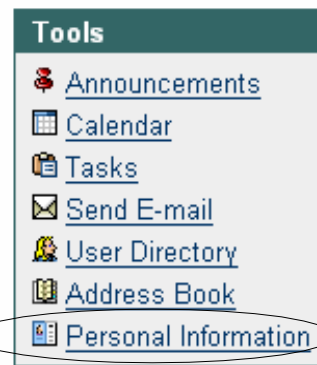
Enter your password here in the format explained on the first page

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Accessibility information can be found at <http://access.blackboard.com>.

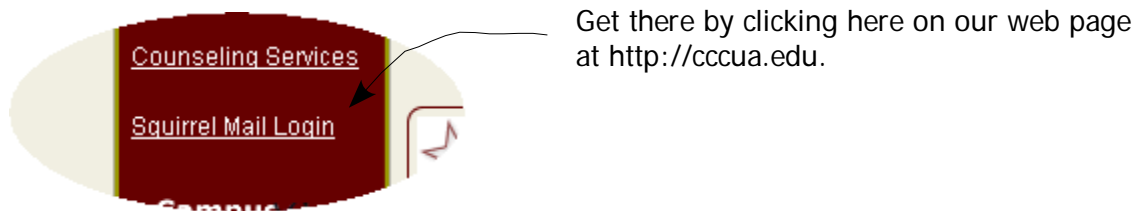
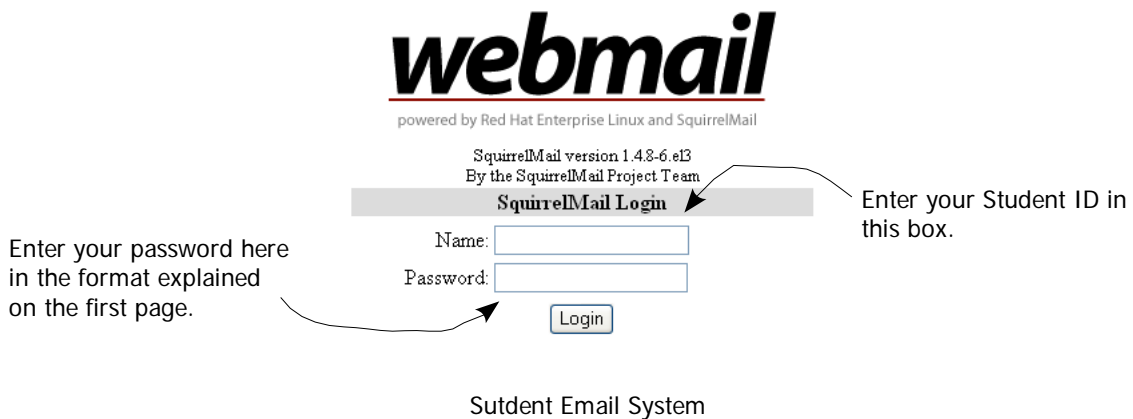
Blackboard not taking your login?!
Click this link to change your password so you can get in.

This is the link to click to take you to the page to change your password, as well as other personal information.

You'll see the Tools pod in the upper left corner on Blackboard when you first log in and before you go into any classes.



Unfortunately, until we come up with a solution, you're not able to change your password on the Student Email system. We appreciate the potential problem this poses if someone were to discover your password and then start using your student email account for unsavory purposes. It's because of this possibility that we vow to continue our search for a solution that'll allow you to change this password as well. Stay tuned for future announcements in this area. In any case, your student email address is the combination of your Student ID and '@mail.cccua.edu'. So the student John Smith with the Student ID 12345 has a student email address of 12345@mail.cccua.edu.



Or go directly to <http://mail.cccua.edu/webmail>.

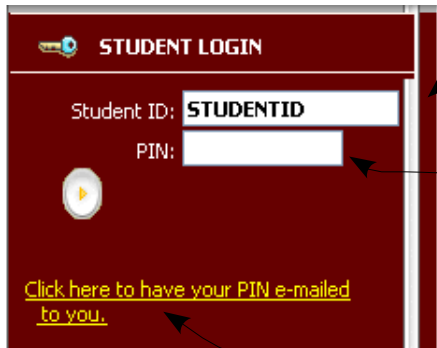
While we're on the topic of the Student Email system, it's come to our attention that this system is not one of the most popular systems among our students, so they don't monitor their student email as much as they possibly should. Especially, since the really important, official College communications are only sent to student email accounts on this system. In recognition of this particular dilemma, the college computer technology department has diligently researched ways for our students to interact with the Student Email system using the email systems and programs they currently use, and have obviously demonstrated a preference to use. In other words, if you can't beat'em, join'em (figuratively of course). In that spirit, in the Appendix to this letter I will outline how to configure some of the more popular online email systems and standalone email client software programs to connect to and work with our Student Email system. So as not to give the impression of any favoritism or endorsement of these systems and programs I'll address them in a purely alphabetical order.

The one college server system not mentioned previously is Campus Connect. The reason for that is because it's unique in its login procedures and is easier to describe separately. Your login name for Campus Connect is either your Student ID or your Social Security Number. The Campus Connect system uses a Personal Identification Number (PIN) to verify your identity rather than a password. Starting out, your PIN is set to your full eight-digit date of birth. A PIN differs from a password in that a PIN can only contain numbers. Like the Blackboard system, Campus Connect doesn't force you to change your PIN, but I highly encourage you to do so. If you don't, then anyone who's able to determine your Student ID and your date of birth can sign into Campus Connect and access your personal information, sign you up for classes, drop you from classes, or all three. So think of a PIN that only you'll know, that is easy for you to remember, that contains three or more numbers, and then change it.



Get there by clicking here on our web page at <http://ccua.edu>.

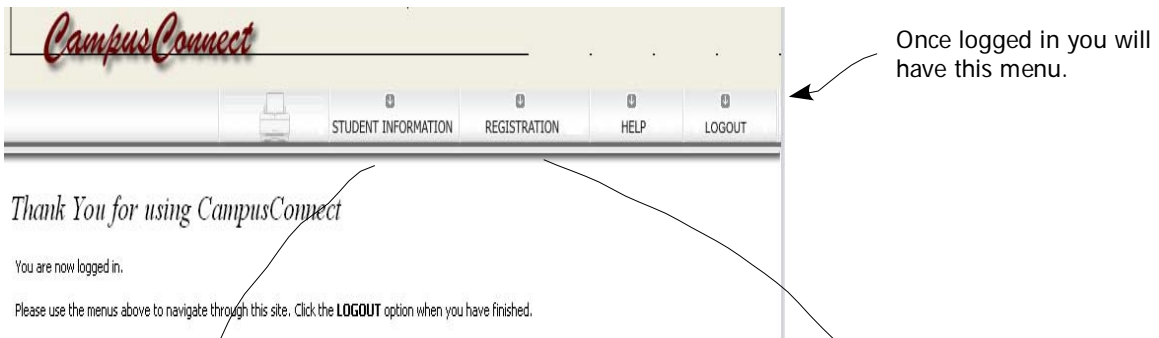
Or go directly to https://poise.cccua.edu/cc3_scripts/cc_server.exe
(Notice this is a secure web site so remember the 's' on https).



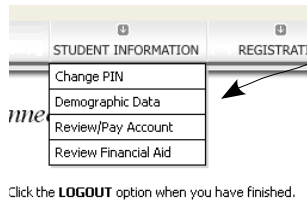
Enter your Student ID or your Social Security Number in this box.

Enter your PIN here, at first it is your birth date in MMDDYYYY format but you can, and should, change it.

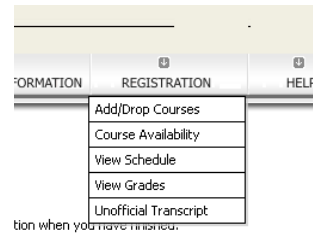
Campus Connect not taking your login? Click this link and have your PIN emailed to you. However, the only email address used is your student email address. (Of course you could always just call or friendly Student Services' staff as well.)



Once logged in you will have this menu.



Demographic Data is where you go to get your Student ID.



Happy Student Computing,

David A. Blackwell
Information Manager

Gmail

Google explains how users of its Gmail system can configure their accounts to fetch email messages from other non-Google accounts. For us, the other non-Google account will be your student email account on our Student Email system.

To set up Mail Fetcher:

1. Click **Settings** from the top of any email page.
2. Click **Accounts**.
3. In the **Get mail from other accounts** section, click **Add another mail account**.
4. Enter the full email address of the account you'd like to access, then click **Next Step**. Your email address is your Student ID with @mail.cccua.edu attached (ex., A student with an ID of 12345 would have an email address of 12345@mail.cccua.edu).
5. Google will populate the **Username** and **POP Server** fields when possible, based on your email address. Enter your **Password**. I have found that Google is successful at determining your Username but the POP Server address is incorrect. When I tested this Google added another 'mail' to the server same so that it came out mail.mail.cccua.edu. I removed the first 'mail' so that it was just mail.cccua.edu and that was fine. Of course you will need to enter the password as I described it to you previously.
6. Decide whether to:

Leave a copy of retrieved messages on the server. If you'll only be accessing your email through your Gmail account, leave this unchecked. If you'd like to be able to access your mail directly from that account, or if you're accessing it through any other accounts or devices, click to select this option. (You decide here.)

Always use a secure connection (SSL) when retrieving mail.
(Leave this unchecked.)

Label incoming messages. (This is a good idea. I suggest you use the label supplied by Gmail so that it is clear this is a message sent to your student email address.)

Archive incoming messages. Mail from this account can be archived directly, without showing up in your inbox. (I assume if you are using Gmail you know more about this than I do, so I will let you decide if you want to check this box.)

7. Click **Add Account**.

8. Once your account has been added successfully, you'll have the option of setting it as a custom From address. This allows you to create messages in Gmail, but have them appear to be sent from your other email account. Click **Yes** to set up a custom From address. (I recommend doing this because when you reply to an email sent to your student email account, you want the reply to come from the same account or else the receiving email account may incorrectly flag it as junk mail and delete it before the person has a chance to see it.)

Follow the steps provided by Google to finalize adding this email address to your Gmail account and then you will be able to receive and send student email using the Student Email system and Gmail.

Hotmail

Hotmail explains how users of its system can configure their accounts to receive and send email messages from other non-Hotmail accounts. For us, the other non-Hotmail account will be your student email account on our Student Email system.

To set up Hotmail:

1. Click **Options** in the upper-right hand corner of the Windows Live Hotmail home page.
2. Click **Send and receive mail from other e-mail accounts** under the **Manage your account** heading.
3. Click the **Add an address to send mail from** button.
4. Type the email address that you want to add, and then click **Send verification e-mail**.

With these instructions you can only send email from Hotmail using our Student Email system. In order to setup an account where you can both send and receive email from and through our Student Email system you need a paid subscription to Windows Live Hotmail. The instructions are similar to those above except when you get to step 3 you click **Add a POP3 account**. Since I don't have a paid subscription to Windows Live Hotmail I can't give you the exact instructions to complete this process but they have to be very similar to the Gmail instructions above.

Outlook Express

If you are already using Outlook Express as your email program, then more than likely you already have it setup for your personal email. These instructions will help you configure it to check your student email as well.

To set up Outlook Express:

1. After you start Outlook Express, click the **Tools** menu and select the **Accounts** option.
2. Make sure the **Mail** tab is chosen by clicking on it. Click the **Add** button and select the **Mail** option. This starts the Internet Connection Wizard.
3. **Your Name.** The Internet Connection Wizard first requests your Display name. Type your name as you want it displayed.
4. **Internet E-mail Address.** The Internet Connection Wizard next requests your email address. This is your student ID followed by @mail.cccua.edu (ex., Joe Smith with a student ID of 12345 will have a student email address of 12345@mail.cccua.edu).
5. **E-mail Server Names.** Now the Internet Connection Wizard needs to know the names of the server used to get your messages from (POP3 server) and the server used to send your messages with (SMTP server). For your student email account they are both the same: mail.cccua.edu.
6. **Internet Mail Logon.** Finally the Internet Connection Wizard wants to know what your Account name and Password are. Your account name is your student ID and your password is the same as described earlier (ex., the student Joe Smith born on January 15, 1989 who has a student ID of 12345 has an account name of 12345 and a password of Js01151989). I recommend putting a check in the box 'Remember password' so that you don't have to enter in every time you check you email.
7. You should now be back in the **Internet Accounts Mail** tab. There are some final touches to make before you are done. Click on the account you just created—it should be named mail.cccua.edu if everything went well. Click on the **Properties** button.
8. Click on the **Servers** tab. Under **Outgoing Mail Server** put a check in the box to the left of **My server requires authentication.**

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9. Click on the **Advanced** tab. Under **Delivery**, put a check in the box to the left of **Leave a copy of messages on server** if you expect to access this account either directly using Internet Explorer or by using another email program. Otherwise, leave it as it is.

10. Click the **Apply** button and then the **OK** button.

Your Outlook Express is now configured to get your student email from our Student Mail server and also to send mail received from that server back through it so that the messages appear to come directly from our server. This should prevent junk mail filters from discarding your messages as SPAM.

Yahoo

Yahoo explains how users of its system can configure their accounts to receive and send email messages from other non-Yahoo accounts. For us, the other non-Yahoo account will be your student email account on our Student Email system.

To set up Yahoo:

1. Click **Options** in the upper-right hand corner of the Yahoo home page.
2. Under Management, click **Mail Addresses**.
3. On the 'Mail Accounts' page that open, click **Add**.
4. In the upper-right corner of this page, click the 'Configure Account Manually' link.
5. Enter an account name, such as CCCUA, School, or College.
6. Enter the name of our student mail server: mail.cccua.edu.
7. Enter your username and password for your student email account.
8. Select an indicator color to mark messages received from your student email account.
9. In 'Deliver to:' choose a folder to place incoming messages from your student email account.
10. In 'Options' check (or not) the boxes next to the following:

Override default POP port. (Do not check this one)

Leave mail on POP server. If you'll only be accessing your email through your Yahoo account, leave this unchecked. If you'd like to be able to access your mail directly from your student email account, or if you're accessing it through any other accounts or devices, click to select this option. (You decide here.)

Retrieve new messages only. This instructs the Yahoo server to get only the messages marked as new from our student email server. (You decide here.)

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Use filters. This indicates that you want or do not want Yahoo Mail filters to apply to messages from your student email account. (You decide here.)

11. Click **Add Account**.

These steps will set you up so you can check your student email from your free Yahoo account. If you want to be able to send mail through the student email server using Yahoo as well you need to sign up for a—Not Free—Yahoo Mail Plus account.