Each student is assigned a username and a password. The username and password will provide access to the following services:
+ Residence Halls Internet Access
+ Wireless Internet Access
+ E-mail
+ Blackboard
+ WebAdvisor

Retrieving/Resetting Your Username and Password
You can retrieve your username and password by using the online search at: http://www.coastal.edu/search/password or by visiting the Student Computing Services (Prince 204). You must bring your student ID.

Accessing your CCUApps
You can access your CCUApps account from any computer connected to the Internet. Open a web browser (e.g., Internet Explorer) and type in mail.coastal.edu, enter your username and password. Your e-mail address is username@coastal.edu (e.g., jdoe@coastal.edu).

Tips for using CCUApps
- Every student has an e-mail storage quota of 7 GB.
- Students can connect their mobile devices to their CCU e-mail.
- Students should always LOG OUT after using e-mail.

WEBADVISOR
WebAdvisor allows students to register for and drop classes. WebAdvisor also allows students to view their grades and unofficial transcripts and pay their tuition fees.

Accessing your WebAdvisor
With your username and password, you can access WebAdvisor online at http://my.coastal.edu and select the WebAdvisor tab.

BLACKBOARD
Blackboard is a delivery system for online course content. Many professors use Blackboard to expand & enhance the teaching and learning process.

Accessing your Blackboard courses
If you are registered for a course that uses Blackboard, visit http://www.coastal.edu/blackboard and use your username and password to log in. Once you log in, a list of the courses you are enrolled in appears. To access the homepage of a course, simply click the course name.

COMPUTER LABS
There are many specialized labs, general access labs, and smart class rooms that will help meet your academic needs. Student IDs may be required to use the labs.

General
Access Labs with Help Desks

- CAl Lab, Prince 204
  - M-Th: 8 am – 11 pm
  - F: 8 am – 4 pm
  - Sat: 5 pm – 9 pm
  - Sun: 4 pm – 11 pm

- Tech Support Center, Prince 204
  - M-Th: 8 am – 8 pm
  - F: 8 am – 4 pm
  - Sat: 5 pm – 9 pm
  - Sun: 4 pm – 11 pm

- Wall Lab, Wall 108
  - M-Th: 7:30 am – 11 pm
  - F: 7:30 am – 5 pm
  - Sat/Sun: Noon – 5 pm

- Edwards Lab, Edwards 171
  - M-Th: 8 am – 5 pm
  - F: 8 am – 4 pm
  - Sat/Sun: closed

- Science Lab, Smith 122
  - M-Th: 8 am – 8 pm
  - F: 8 am – 4 pm
  - Sat/Sun: closed

Resources in the lab
The labs provide a variety of software packages. All general access labs have the Microsoft Office suite. Some labs include more specialized software such as database, desktop publishing, graphic design, Web design, and programming tools. Printing capabilities are available throughout the labs. Also, scanners, digital cameras, and video tape/DVD tutorials are available.

Laptops to check out and use within the library are available at the laptop check-out desk on the 2nd Floor.

ACCESSING THE NETWORK
CCUResNet
CCUResNet comprises of all on-campus Residence Halls, except University Place Phase 3. With the exception of the Gardens, all Residence Halls have wired access to the Internet. The Gardens has wireless access to the Internet. University Place 1 & 2 have both wired & wireless access. University Place Phase 3’s network is provided by NTC. For network questions regarding this service, call NTC at 888-201-8420.

All Residence Halls (except the Gardens): What is needed?
- Each room should have as many active Ethernet jacks as the number of students. (Ethernet jacks are similar to phone jacks but they are slightly larger.)
- Students need to provide an Ethernet cable (Category 5 straight patch cable) that will connect to the Ethernet port on the computer and to the Ethernet jack on the wall. Ethernet cables can be purchased from any electronic or computer store.
- There is not a specific network configuration, but students must do on their computers unless they have their computers configured statically to use a Cable Modem at home. Consult the Tech Support Center staff for assistance.
- Once the Ethernet cable is connected to the computer and the wall, the student is ready to browse the Internet by accessing a browser such as Internet Explorer.

The Gardens: What is needed?
- A wireless Ethernet/WiFi adapter.
- Most new laptops have wireless cards built-in. Adapters are fairly inexpensive and widely available.
- The Garden’s wireless network is named CCUResNet. (Refer to your Move-in Guide or SCS for assistance if needed)

I got what I need! How do I connect? (First time connection)
1. Launch your web browser, e.g. Internet Explorer.
2. You will be asked for your username and password. If you have forgotten them, there will be a link to help you retrieve your username and password.
3. You will then be prompted to install Cisco Network Access Control (CNAC), which authenticates your computer.
4. CNAC opens automatically when network connection is made.
5. Log in with your username and password.

On-Campus Internet Access
- Laptops with Ethernet adapters or ports can go to Prince 204 or to Wall 108 and use their available ports to connect.
- Laptops with wireless capabilities can access the Internet in all academic areas, the Student Center, Kimbel library, and outdoor areas via the Mesh network.

Viruses
Viruses pose a major threat to the network and individual computers. Students should be vigilant when opening suspicious e-mail, and e-mails with attachments. Also, as the Computing Policy states, students must:
- Have antivirus software such as Norton (which can be obtained free from SCS) and update antivirus definitions regularly.
- Patch their computer regularly (Run Windows Update). Periodically, Microsoft releases updates for Windows to prevent the spread and infection of computers by viruses.

BE AWARE OF SOFTWARE/PHISHING ATTEMPTS
Spyware is any program that helps gather information about individuals without their knowledge. Spyware is not freely disseminated through Peer-to-Peer applications, such as Vuze, and heavily marketed websites. Phishing attempts are seemingly legitimate e-mails asking for personal ID information. The University, neither any other institution, will never use e-mails to retrieve personal ID information. Such e-mails should be ignored and deleted.

Malwarebytes is a utility designed to combat ad-ware and spyware. It is free and available online.

STUDENT RESPONSIBILITIES
Students must abide by the University’s Computing Policies and Procedures. The policies can be found online at: http://www.coastal.edu/its/policies.html

Students should be aware that copyright owners are actively pursuing violators of their copyrighted materials. File sharing applications such as Vuze are not illegal; however, many of the files being shared through such applications may be illegal. Protect yourself and avoid copyright infringement. Read more at http://www.coastal.edu/scs.

GENERAL TIPS
1. "BACK UP, BACK UP, and BACK UP": Back up your projects on various storage devices, such as USB Pen Drives.
2. Seek directions from SCS Help Desks on academic projects that require advanced use of technology.
3. Be familiar with the terms of your computer warranty to obtain optimal technical support from the vendor.