

from [Andrew Crawford](mailto:andrew.crawford@cnu.edu) <andrew.crawford@cnu.edu>
to students@cnu.edu
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subject Fall 2011 Registration Tips From IT Services
mailing list <students.cnu.edu>

Good Afternoon CNU Students,

With Fall 2011 course registration rapidly approaching, here are some helpful hints from IT Services.

In the days before registration:

- **Ensure that you know your CNU Connect user ID and password!**
 - **Reset forgotten password online here - [Reset Password](#)**
 - **For other password issues, please contact the IT Helpdesk - [757-594-7079](tel:757-594-7079)**
- Ensure you are using an up-to-date web browser (see versions below),
- Ensure that your computer has all Operating System updates,
- Ensure you've disabled any pop-up blockers that you may have on your computer,

Immediately prior to registration, on the day you are eligible to register (as indicated by your time ticket):

- Verify that you have Internet connectivity by visiting a site like <http://cnn.com> or <http://bbc.com>.
- Verify that you have connectivity to the CNU network by visiting a site like <http://www.cnu.edu>.
- Close any other web browsers or web pages (Facebook, etc).
- ***If you are currently logged into CNU Connect, please log out and log back into CNU Connect. Verify that your CNU user ID and password work!***

If you are having difficulty:

- If you are not seeing CNU Live pop-up in a new window or new tab, please check your pop-up blocker settings. ***More information on Pop-Up Blocker and Disabling Pop-Up Blockers in the terms below.***
- If you are receiving a "page can not be displayed" please press the **F5** key on your PC keyboard or Command-R on your Apple or click the reload button (example - ↻) on your web browser. ***More information on Refreshing a Website in the terms below.***

Terms:

- **CNU Live** - The student registration system, which along with my.cnu.edu, is the University's main data center.

- **Web Browser:** A method of accessing the Internet resources. Typical web browsers include Internet Explorer v8, Firefox v3.6, Safari v5, and Chrome v10.
- **Refreshing a Website:** A term used to describe the process of reloading a web page from the original source on the server. This forces your web browser to request a new version of the web page.
- **Pop-Up Blocker:** Utility found in web browsers, that restricts unsolicited web pages that “pop up” without your approval or desire.
- **Disabling pop-up blockers:** On many Internet browsers, holding down the Ctrl key while clicking a link will allow it to bypass the pop-up filter.
- **Operating System:** The software that runs your desktop or laptop computer. Examples included Windows 7, Apple OS X 10.6 (Snow Leopard), and Linux (current 2.6 kernel).

-Andrew Crawford

Associate Director for IT Services

Christopher Newport University

andrew.crawford@cnu.edu

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