How to Use This Card

Are you experiencing some of CTNet's most common problems such as:

- **Frozen terminals**
- **Password Problems**
- **"Host Timeout" messages in Kiwi**
- **"No response" messages in Eudora**

To Use This Card

1. **Use the START HERE section to define your problem.**
2. **Follow the GENERAL TROUBLE-SHOOTING section to fix your problem.**
3. **Call the IT Helpline (x123) if you still need help.**

Can't Retrieve Your Email?

If you changed your administrative password you need to do the following:

Kiwi Users

- Choose **Special | Configuration.**
- In the "Password" textbox, enter your current administrative password.
- Then click **OK.**

Eudora Users

- Choose **Special | Forget** Password (erases your password).
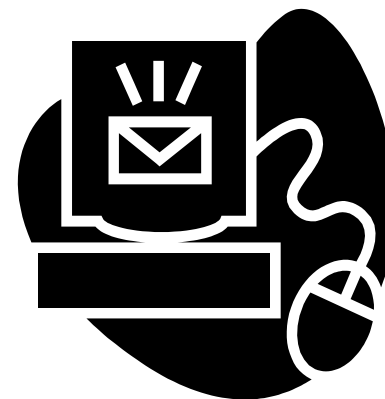- Eudora will prompt you for your new password the next time you check email.

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INFORMATION TECHNOLOGY

CTNet Reference Card 1.0

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Tel. 928-523-3123

START HERE

Determine if you have a problem before you try to fix anything.

- Is your network cable plugged into your machine and the wall outlet?
- Is your A/B switch (if you have one) set to "Network"?
- Are you trying to run your mail software and your terminal software at the same time? *

Running Email and Terminal Software Simultaneously?

If you do, you'll have problems. The two most common errors are shown below.

- If you try to run Eudora and Connect at the same time, you'll see the following whenever Eudora tries to check your mail: *"Don't blame me, blame the CTB. The connection is not open."*
- Running Kiwi and Kermit at the same time, produces unpredictable results.

GENERAL TROUBLESHOOTING

1. Start the software that gets you into the campus network. That's usually Kermit or Connect.

2. Press **CTRL+Q**

3. Press **ENTER** a few times.

Network Menu Missing?

If you experience confusing screen messages and still don't see the network menu do the following:

- Find your machine in the following table.
- Press the corresponding keystrokes, and then press **ENTER**.

Machine	Press the following
PC	ALT+B
Mac	Option+Dash or Apple+B
Terminal	ALT+Break or Break

Call Information Technology x123 if you still need help!

CHANGING YOUR PASSWORD

Starting in February, administrative passwords will be expired periodically for security reasons. The following message will appear during your login session.

"Your password has expired. Please choose a new one."

How To Change Your Password

- First, you'll be prompted for your old password and then for your new password.
- You won't see your new password as you type it in order to keep it secret.
- Finally, the system will ask you for your new password one more time to make sure you typed it correctly.

Password Naming Hints

Your password must have a minimum of 4 letters and 2 numbers. Don't include a space, "@" or "#" in your password!

Kiwi and Eudora users should see the back of this card for more instructions on updating your password.