



# Get "Reddie", get set, GO!

**Website** - [WWW.HSU.EDU/CCS](http://WWW.HSU.EDU/CCS)—this page has many links that will provide important information about all things computer at Henderson. Go to [www.hsu.edu/ccs](http://www.hsu.edu/ccs) or go to [www.hsu.edu](http://www.hsu.edu) and click on **CURRENT STUDENTS** and then click on **COMPUTER SERVICES**.



**Student USER ID** - Each student is assigned a user ID. It is the student's initials followed by a random six digit number. For example, Sally Jones will be SJ123456. The USER ID is provided at registration and is printed on the student's class schedule. A student's user ID can be found by going to [www.hsu.edu](http://www.hsu.edu) and clicking on the **Blue ReddieConnect** button. The student ID directory is in the **Welcome box**.

**Student Password** - Your current password is the first 4 digits of your birthday combined with the last 4 digits of your Social Security number. For example, if your birthday is January 5th, and your SSN is 123-45-6789, your password will be **01056789**.

**Student e-mail - Provided by HotMail.** Each student is provided a lifetime e-mail account. To set up your e-mail, go to: [www.hotmail.com](http://www.hotmail.com). Your e-mail address is your user ID followed by [@reddies.hsu.edu](mailto:@reddies.hsu.edu). Your password will be your birthday and SSN combination described above. You will be prompted for an alternate e-mail address when setting up your account. We **STRONGLY urge you to provide an alternate e-mail address**. Your professors and instructors can send e-mail to individual students as well as entire groups of students via the student e-mail system. Also, you may receive important information in your Henderson student e-mail. **PLEASE SET UP AND USE YOUR STUDENT E-MAIL.**

Have an **MSN Hotmail, MSN Messenger, or Passport** account? It's your **Windows Live ID**.

Sign in

Windows Live ID:

Password:

[Forgot your password?](#)

**ReddieConnect - Student AND Faculty information System** - **ReddieConnect** is where faculty register students and enter grades. **ReddieConnect** is where students get their schedule and see the grades that faculty have posted. Go to [www.hsu.edu](http://www.hsu.edu) and click on the blue **ReddieConnect** button. Logon using your student ID and password. Click on the **COURSES I TAKE** tab. Faculty can e-mail individual students or entire groups of students from **ReddieConnect**.



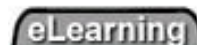
**Student Owned Computers** - Many students will bring their own computers to campus. In order for students to connect their computers to the Henderson Student Network, the computers will need to comply with our network policy. Students can "pre-check" or "pre-scan" their computers (before they bring them to campus) by going to [www.hsu.edu/CCS](http://www.hsu.edu/CCS) and clicking on **Pre-Check student computer for dorm network**. This pre-check will make sure the computer will have the newest updates available, and it will set the computer to receive automatic updates. The pre-check/scan will check to see if the computer has anti-virus software such as **AVG** (which is free). Once on campus, you will need to register your computer. All you have to do is connect the computer to the **LAN** (wire) and you will immediately be taken to the registration page. **YOU WILL NEED TO KNOW YOUR USER ID AND PASSWORD TO DO THIS.**



**Residence Hall Connectivity - WIRELESS IS AVAILABLE ACROSS CAMPUS BUT WIRE IS BEST.** Wireless is a shared resource that becomes slower and slower as each connection (student) accesses the network. Wire (with an Ethernet cable) is a direct, dedicated and dependable way to connect to the network. Speed and slowness are rarely an issue. [Our advice to you - GET WIRED!](#)

**Student Computer Labs** - There are many computer labs on campus. Go to [www.hsu.edu/CCS](http://www.hsu.edu/CCS) to get information about Student Computer Labs, printing, student network accounts, etc.

**E-Learning** - You may have a class that requires on-line interaction. To learn more about on-line classes, go to [www.hsu.edu](http://www.hsu.edu) and click on the eLearning page.



**HELP!** - Get help by contacting the **HelpDesk** at (870) 230-5678 or [helpdesk@hsu.edu](mailto:helpdesk@hsu.edu) or [PCSUPPORT@hsu.edu](mailto:PCSUPPORT@hsu.edu)

## HelpDesk

## PC Support

230-5678 [pcsupport@hsu.edu](mailto:pcsupport@hsu.edu)  
[helpdesk@hsu.edu](mailto:helpdesk@hsu.edu)  
[www.hsu.edu/helpdesk](http://www.hsu.edu/helpdesk)