

## Technology FAQs



### 1) How do I connect to the Internet?

1. Turn on your device, and make sure that Wi-Fi is enabled
2. Connect to **cspsecure** by double clicking on this network in your network list
3. This will prompt you for a username and password
4. This is your CSPConnect login information, but you will need to type **csp\** before your username
  - a. Example: **csp\ramos**
  - b. Be sure that you are using the backslash leaning to the left as show above, located above the Enter key on your keypad

### 2) How do I reset my password if I DON'T know my login information?

Contact the I.T. Help Desk at [helpdesk@csp.edu](mailto:helpdesk@csp.edu) or 651-641-8866, and give them the following information for security verification purposes:

1. Full name
2. L Number/Student ID
3. The name of the system you are attempting to login to i.e. CSPConnect, Blackboard or Gmail
4. Current home address
5. Alternate email address or phone number where you can be reached

### 3) How do I reset my password if I DO know my login information?

1. Go to [www.csp.edu/passwordreset](http://www.csp.edu/passwordreset)
2. Sign in with your CSPConnect login information
3. You should be in the Library and Technology tab and will need to click on the link, "Change you CSPConnect/Library Database password", this will allow you to change your password
4. To enroll in the password reset tool service, go to the Enrollment tab
5. Register your security questions and answer
6. Click "Update"