

# Central Connecticut State University Online Orientation

## Frequently Asked Questions

### **SETTING UP YOUR ACCOUNT:**

- VISIT [CCSU.GOOrientation.COM](http://CCSU.GOOrientation.COM)
  - Please use your CCSU email account to log-in and begin your online orientation.

### **TROUBLESHOOTING:**

- ERROR MESSAGE
  - The error message “too many redirects” can pop up. If this occurs, clear your Cache & Cookies for the site and try again. If the issue persists, contact us at [Orientation@ccsu.edu](mailto:Orientation@ccsu.edu) and we can put you in touch with support.

### **RESOURCES TO LOOK FOR IN THE PROGRAM:**

- PERSONALIZED ITEMS OF INTEREST
  - “i” icons will provide you with links to topics of interest at the very end of the program. (You can also click the chain icon on the home page)
- ADDITIONAL RESOURCE LINKS
  - When you click a link in the program, it will open up in a new browser that you can refer to after you finish the orientation.
- TABLE OF CONTENTS
  - This shows you many of the modules you have completed, and still need to work on. You can only continue onto the next module once you have finished the one before it.
  - Once completed, you can use the Table of Contents on the homepage to jump to any part of the module you want to review.
- ADA VERSION
  - Select ADA Version in the bottom right corner of the Homepage, in order to use the more accessible design of the website.
- PRINT
  - Use the “Print Orientation” function on the homepage to download the slides on the Orientation Module so that you can print out information you find especially important (Living on Campus, Financial Aid, etc.)

### **COMPLETION OF EACH SECTION:**

- CHECK MARKS
  - As you complete each section, a check mark will appear next to the title of that section. You will **not** receive an email when you’ve completed the Online Orientation.
- CONTACT US
  - Email us at [Orientation@ccsu.edu](mailto:Orientation@ccsu.edu) with questions.