



Carson-Newman Information Technology Trouble Logging In Checklist

Carson-Newman Network and Computers

Network Account

All current students, faculty and staff are entitled to a C-N network account. With this account you are able to log onto:

- Carson-Newman [E-mail](#)
- Carson-Newman Intranet Portal [EagleNet](#)
- Carson-Newman's learning management system: [C-N Online/Edvance360](#)
- Carson-Newman computers and printers

In order to maintain your activation you must be a registered student or current employee and be in compliance with the [C-N Information Technology Policy](#). If you believe you may have violated the policy or have been notified your computer has been used to violate the policy: Obtain a "Blocked Due To Violation" form at the Help Desk in the Dougherty Science Center Building, fill out and return to the Help Desk. You will need to meet with the Director of Information Technology for a re-instatement interview

Network Account User name & Password

STUDENTS

User name = first initial + middle initial + last name Ex. John D. Smith is jdsmith
Password is initially set to the last 6 digits of social security number.

Faculty

User name = first initial + last name Ex. John D. Smith is jsmith
Password is initially set to the last 6 digits of social security number.

If there is a duplicate username already in use your username may be different. If you have any problems contact the Helpdesk at 865-471-3506 or helpdesk@cn.edu. Your call or email will be answered during normal business hours.

C-N Connect

The C-N Connect Password is set initially the same as your Network Account password. YOU ARE REQUIRED to change your password at first login. Many students and faculty easily forget they have changed this password and try using their network password.

You may reset your Password by selecting the red RESET PASSWORD link located on the left side of the C-N Connect main page.

EagleNet

While EagleNet Intranet Portal uses your same Network Account password, you must log on with your full Carson-Newman authentication address: [username@cn.edu](#)