

myNEU and CPS Blackboard Helpful Information

myNEU

How do I get a myNEU account?

- It may take up to **2 business days** from registration until your myNEU account is ready to be activated. After you activate your myNEU account, it may take up to an hour before you can log in to myNEU and Blackboard with your new username and password
- To activate your account go to <http://myNEU.neu.edu>, click on "How do I get a myNEU username and password?" then click "Activate Account"
- NEU faculty and staff must activate and use a student myNEU account, following the steps above, if they register for classes.

When do I get an email account?

- Email accounts are created simultaneously with your myNEU account
- Access your email through your myNEU account

CPS Blackboard

What is an online course like?

- View a demo of an online course at <http://www.cps.neu.edu/nuonline/Student%20Orientation/Student%20Orientation.html>

How do I see my courses in Blackboard?

- Go to <http://cpsblackboard.neu.edu/> and log in using your **myNEU** username and password
- Access your course(s) in the My Courses section at the top right of your screen

Note: Courses you are enrolled in will not show up until the start date of the term

Support Resources

e-Tutoring assistance

- Smarthinking: click on "Free Online Tutoring" in the tools panel under the "Online Campus" tab in Blackboard

CPS Blackboard help -

- 24/7 CPS Blackboard Technical Support: 866-847-1573
- Email: CPSBlackboard@neu.edu
- Support portal: Click the help icon/link in Blackboard, or click the support portal link on the Blackboard login page.

myNEU and basic technical support

- <http://www.infoservices.neu.edu/>
- Email: help@neu.edu
- Information Services (IS) Support - 617-373-4357

Registration and other non-technical questions

- Northeastern Online FAQs - <http://www.cps.neu.edu/online/FAQ/>
- Registration - <http://www.cps.neu.edu/registration>

Recommended technical requirements for using Blackboard

Late model personal computer with the following:

- Windows XP, Windows Vista, or Mac OS 10.4 (OS 10.5 not yet fully tested)
- Internet Explorer 6 on Windows XP, Internet Explorer 7 on Windows Vista, Safari 2.0 on Mac OS 10.5
- Microsoft Office 2000 or later and Adobe Acrobat reader
- A high-speed Internet connection

Successful online students - minimum user skills

- Be able to browse the internet, create, save and attach a file to email (e.g. Word, PowerPoint, or Excel), respond to a threaded discussion
- Time management skills are critical