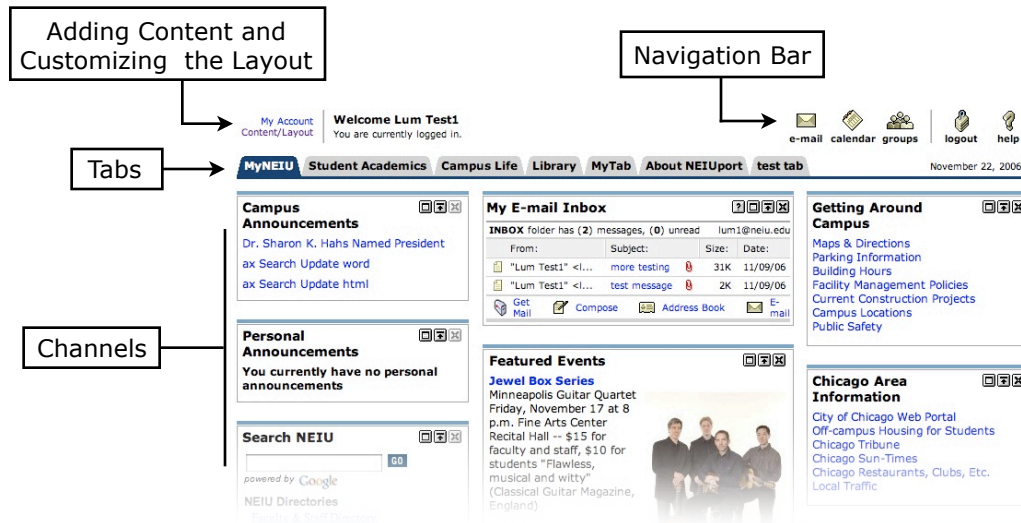




BE CONNECTED. BE INFORMED. BE YOURSELF

NEIUport: Frequently Asked Questions



General Questions:

- What is available on NEIUport?
- How do I get my Net-ID to log into NEIUport?

Channel Questions:

- What are channels?
- How do I add additional channels?
- How do I remove channels?
- How do I customize channel columns?
- How do I add additional channel tabs?

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- What are groups?
- How do I join a group?
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- How do I group my different calendars together?
- How do I add an event?
- How do I delete an event?
- How do I add a task (to-do item)?
- How do I delete a task (to-do item)?

Compatibility Questions:

- My web browser is reported as incompatible. Can I still access NEIUport?
- Why does my web browser logout of NEIUport immediately after I log in?
- Why does the NEIUport web page require me to accept a security certificate?

Additional Assistance:

If you require additional assistance beyond the scope of this document, you may click on the **help** icon located in the **Navigation Bar**. **NEIUport Help** will automatically show you relevant information regarding the page you are currently viewing. For example, if you click on **help** while you are viewing your **calendar**, NEIUport will show you the help files regarding calendars.

General Questions

- **What is available on NEUport?**

Using NEUport, you can quickly and easily access e-mail, groups, and online calendars. NEUport also serves as a portal to a vast amount of information via channels and tabs.
- **How do I get my NetID to log into NEUport?**
 1. Students will need to enter their NEIU ID Card number and date of birth to receive their NEUport login information for the first time. Staff and Faculty will be receiving their NetID and University ID number by mail.
 2. Use a web browser to go to <https://neiuport.neiu.edu/cp/home/displaylogin> or follow the link on the NEIU home page.
 3. Click on the “[How do I get a NetID and password](#)” link on the NEUport login screen and enter your information.
 4. After you have obtained your NEIU net-ID and new password, return to the NEUport login screen to sign in.

Channel Questions

- **What are channels?**

NEUport displays content through channels: Topic-specific areas which provide convenient access to information, applications, or other Web resources you may want to access.
- **How do I add additional channels?**
 1. In the top left-hand corner of the page above the system tabs, locate and click the **Content/Layout** link.
 2. You will see the **Manage Content/Layout** page which allows you to change aspects of your user layout, such as adding tabs, moving or deleting channels, etc. Select the tab to which you want to add a new channel by clicking its name.
 3. Locate the column and position where you want to add the channel and click the **Add Channel** button.
 4. From the menu system provided, select a specific channel and click **Add Channel**.
 5. Click the “**Back To Tab Name**” link which is located in the upper left-hand side of the screen.
- **How do I remove channels?**

In the top right-hand corner of each channel is a box with an “X”. Clicking on the “X” will remove the channel.
- **How do I customize channel columns?**
 1. In the top left-hand corner of the page above the system tabs, locate and click the **Content/Layout** link.
 2. You will see the **Manage Content/Layout** page which allows you to change aspects of your user layout, such as adding tabs, moving or deleting channels, etc.
 3. Locate the column you want to adjust and click the **Select Column** button.
 4. Options will appear near the top of the screen which allow you to enter new percentages for column width and to delete the selected column.
 5. When finished, click on the link **back to “tab name”** located in the top left-hand corner.

- **How do I add additional channel tabs?**

1. In the top left-hand corner of the page above the system tabs, locate and click the **Content/Layout** link.
2. You will see the **Manage Content/Layout** page which allows you to change aspects of your user layout, such as adding tabs, moving or deleting channels, etc.
3. Click on the **Add New Tab** button which is located to the right of your existing tabs.
4. Enter a name for the new tab.
5. You will also decide if it will be a **Traditional** tab (one which makes use of NEIUport channels) or a **Framed** tab. A **Framed** tab will open up the web page you enter in the URL text box. (ie, <http://www.neiu.edu>).
6. Finally, select where the new tab will appear on the screen and click on the **Submit** button.

Group Questions

- **What are groups?**

Groups allow NEIUport members to request and join home pages for clubs, consolidated courses, and other affiliations and interests.

- **How do I join a group?**

1. To join a group, click on the groups icon found in the **Navigation Bar**. A new window will appear which lists the groups you are currently a member of. The **Groups Index** provides a listing of groups in NEIUport.
2. Locate the group you wish to join by clicking and browsing through the different categories until you locate the group you wish to join. You may also locate a specific group via a keyword search. After you have found your group, click on the group's name.
3. You will see the group's home page for guest viewers. Click on the **Join Group** button. Please note that some groups require approval before admitting new members.

- **How do I remove a group?**

To remove a group, click on the groups icon found in the **Navigation Bar**. A new window appear which lists the groups you are currently a member of. Click in the checkmark box(es) next to the group(s) you wish to remove and click on the **Remove** button.

Calendar Questions

- **How do I view my calendar(s)?**

To view your calendar(s), click on the **calendar** button found in the **Navigation Bar**. Your online calendar will open in a new window. You can view different calendars by clicking on the **Current Calendar** pop-up menu situated in the top right-hand side of the window.

- **How do I group my different calendars together?**

1. Click on the **calendar** button found in the **Navigation Bar**. At the top of your **Calendar** window, click on the tab **Calendar Sets**.
2. Click on **New Set** to group your calendars into a single calendar. A new window will appear.
3. Enter a name for your new **Calendar Set**.
4. Use the **Quick Add** pop-up menu to quickly add your calendars to your new calendar set. When finished, click on the **OK** button. To view your new calendar set in the main calendar window, simply select your calendar from the **Current Calendar** pop-up menu.

- **How do I add an event?**
 1. To add an event, click on the **calendar** button found in the **Navigation Bar** and then click on the **New Event** icon located near the top of the calendar window. The **Compose** tab allows you to enter relevant information regarding the new event (event title, date, time, etc . . .)
 2. You may also invite and/or inform other users of your new event.
 3. The **Reminders** tab allows you to enter your e-mail address and set what time the calendar should send you an e-mail regarding your new event.
 4. When finished, click on the **OK** button located at the bottom-right corner of the window.

- **How do I delete an event?**

Click on the event's title in the calendar. It will open in a new window to display its full details. A delete button can be found in the lower left corner of that window.

- **How do I add a task (to-do item)?**
 1. To add a task, click on the **calendar** button found in the **Navigation Bar** and then click on the **New Task** icon located near the top of the calendar window. A new window will appear. The **Compose Task** tab allows you to enter relevant information regarding the new task (task title, due date, time, etc . . .)
 2. The **Reminders** tab allows you to enter your e-mail address and set what time the calendar should send you an e-mail regarding your new task.
 3. When finished, click on the OK button located at the bottom-right corner of the window.

- **How do I delete a task (to-do item)?**

Click on the **calendar** button found in the **Navigation Bar** and then click on the **Tasks** link situated on the right side of the calendar window. A new window will appear showing all your tasks. Click a checkmark in the **Delete** boxes next to the tasks you wish to delete. When finished, click on the **Save and Close** button.

Compatibility Questions

- **My web browser is reported as incompatible. Can I still access NEIUport?**

If a warning page appears on the display which reports your web browser to be incompatible, it is either unable to access certain functions within NEIUport or it has not yet been tested for compatibility with the NEIUport system. In the latter situation, if your browser is up-to-date and supports common protocols on the Internet, then there is a good chance you will still be able to access most or all of the functionality within NEIUport. Simply click **Continue** on the browser warning page and enter the NEIUport site. Firefox v2.x, Internet Explorer v7, and SeaMonkey 1.x will trigger the browser warning page but should be able to access NEIUport without any issues.

- **Why does my web browser logout of NEIUport immediately after I log in?**

Certain, customized web browsers provided by Internet Service Providers (ISPs) such as AT&T are not compatible with NEIUport. To access NEIUport, we suggest installing a different browser. Links to download alternative web browsers may be found by going to <http://www.neiu.edu/university-life/technology-services/student-computing-services-scs/software> .

- **Why does the NEIUport web page require me to accept a security certificate?**

Information sent to and from the NEIUport website is encrypted for security and privacy reasons. A security certificate needs to be downloaded to your computer to enable the security system. If a dialog box asks you to accept a security certificate when accessing NEIUport, simply accept the certificate and continue into NEIUport.