

## Frequently Asked Questions (FAQs) - HPU Pipeline

### Q: What is HPU Pipeline?

A: It is a portal providing an easy way to access e-mail, the HPU Web site, and to link to other Web sites. HPU Pipeline connects each user to personalized content and services. What you see and what you have access to is determined by your status at the University (i.e., student, faculty, staff, etc.).

### Q: How do I access HPU Pipeline?

A: You may access its login page by clicking on "HPU Pipeline" located on the top right corner of each major HPU Web site page.

You may also access the login page by typing in the following URL in your browser: <http://campus.hpu.edu>. Be sure to bookmark this URL for future use.

### Q: What should I do if I am having trouble viewing the login page?

A: Verify that you are using a Web browser that supports HPU Pipeline; Netscape version 7.2 or higher, Firefox version 3.0 or higher or Internet Explorer (IE) version 6.0 SP2 or higher. Beta versions of these browsers may not work. An updated list of supported browsers is available from the "Supported Browsers" link on the HPU Pipeline login page.

The easiest way to avoid problems viewing many Web-based applications, including HPU Pipeline, is to download and use a recent version Firefox or IE. You can download these browsers at no charge.

### Q: I can see the login page, but I can't log in, what could be the problem?

A: Make sure that you are using your accurate user name and password. If you forgot your password, please click on the "Forgot Password?" link to reset it. If you need additional assistance, please contact the Client Services Helpdesk at (808) 566-2411 or use the "Need Help?" link located on the login page.

### Q: I'm getting JavaScript errors as I look at HPU Pipeline pages, what's wrong?

A: Some of the older Web browsers have JavaScript problems. The easiest way to avoid problems viewing many Web-based applications, including HPU Pipeline, is to download and use a recent version of Netscape, Firefox or IE. You can download these browsers for free.

You may also need to turn on the JavaScript support in your browser and/or put [campus.hpu.edu](http://campus.hpu.edu) into the safe list. If you need additional assistance, please contact the Client Services Helpdesk at (808) 566-2411 or use the "Need Help?" link located on the login page.

### Q: Why should I use HPU Pipeline if I am a new or continuing student?

A: You will miss out some important services available through it if you don't, such as: My Announcements—a feature which allows the University to post important announcements to all students or selected groups of students, including notification of course cancellations; a comprehensive campus events calendar and a feature to allow you to create your own personal calendar.

Also, links to important school services provided by various University departments, such as online registration for courses, access to your own semester grades, transcripts, financial aid status, your student account balance; eAds, free classified ads for HPU students only;

what is happening on campus, including access to the latest online version of *Kalamalama*, the student newspaper; *HPU Today*, and *The HPU Weekly*; HPU Sea Warrior sports updates; student organization items of interest. Various Web services, available exclusively through HPU Pipeline, such as a free e-mail, and much more.

**Q:** How do I get a HPU Pipeline account and how long may I retain it?

**A:** Our registration software automatically generates your account, user name, and initial password once you register at HPU either as a new or continuing student. Contact Helpdesk at (808) 566-2411.

At the end of each major semester, the system will automatically check for students who have not registered for classes in the last 365 days, 2 years for MCP students. If a registration is not found, it will automatically delete the HPU Pipeline account, as well as the related e-mail service.

**Q:** What is my user name and initial password?

**A:** User name: generally, your user name will be the first letter of your first name and the first seven letters of your last name. Example: John Smith would most likely be jsmith. A number is added as the last character of the last name when a duplicate user name already exists within the system. For example: If Jesse Smith or another John Smith is entered into the system first, the next Jesse or John Smith entered into the system will have the user name of jsmith1.

**Password:** Your initial password is your birthdate, entered as MMDDYY. Example: If you were born on January 2, 1977, your password is 010277.

When you successfully login the first time, the computer screen will display the following message, "Password has expired." Enter a new password at this point. The rules are:

- Length must be 6 or greater
- Length must be 20 or less
- Must contain at least one digit

Do not share your new password with anyone else.

The system will then ask you to create secret password reset questions and answers. It will be useful when you forgot your password and need to reset it.

**Q:** How do I use the HPU Pipeline e-mail feature?

**A:** First, click on the e-mail icon at the top of the screen. Use the e-mail tutorial for more information and instructions.

**Q:** How much e-mail storage space do I have?

**A:** Each user has 50MB of space on the server to store messages.

**Q:** Why are my class enrollment changes not showing up in HPU Pipeline?

**A:** Changes are immediately registered and stored in the system responsible for keeping track of your schedule when you change your class schedule. HPU Pipeline gets a copy of your schedule every 24 hours from that system. It may take up to 24 hours for your schedule to be updated in HPU Pipeline.

**Q:** Why can't I get to my instructor's course Web page from HPU Pipeline?

**A:** Your instructor must log in to HPU Pipeline and enter the address for your class Web page and other resources. Please encourage him or her to do so.