

# Frequently Asked Questions (Students/Alumni/Applicants)

## Quick Links

---

- [Blackboard](#)
- [Cable TV \(Residence Halls Cable Network\)](#)
- [Final Grades](#)
- [Gmail \(Pride E-mail\)](#)
- [Internet Access](#)
- [PridePrint](#)
- [Recent Graduates FAQs](#)
- [Transcripts](#)
- [Usernames/Passwords/ID Numbers](#)

## Blackboard

---

### Why don't I see my course in Blackboard?

[Reasons why you may not be able to see your course in Blackboard.](#)

### Why do I get an error when I click on the Blackboard button?

To get into Blackboard you must be registered for at least one course for more than 24 hours. If it has been less than 24 hours since you have registered for courses, please try again after that time and you should be able to access the service. If you continue to have trouble after

## Cable TV (Residence Halls Cable Network)

---

### I am not getting some/any TV channels on my TV. Can you help?

To watch TV on campus, your TV must have a built-in QAM tuner. Please check the manual for your TV and see if it has a QAM/Clear QAM tuner. If you only see ATSC/NTSC listed you will need to purchase a different TV. If your TV does have a QAM tuner be sure to run a channel scan so that your TV can program itself with Hofstra's channel line-up. Channel scan instructions for some TV brands can be found at <https://wiki.edtech.hofstra.edu/x/NwM8AQ>. For the best instructions please refer to your TV's manual.

[Additional Cable TV troubleshooting information.](#)

### What channels does Hofstra offer?

[Hofstra Channel Lineup.](#)

## Final Grades

---

### Why don't I see my final grade?

There are [several ways](#) to view your final grades. Occasionally a bug may result in you not being able to see your grades through a specific method so be sure to try all of the different ways. If you try all of the different ways and you still don't see your grade your professor has most likely not posted it. Contact your professor first and double-check they actually posted the grade. If they have, please [contact the Student Tech Support Center](#) for additional assistance.

### When will my final grade be posted?

Many professors teach multiple classes with a large number of students so please be patient while they grade your work and post your final grade. We recommend you reach out to your professor if you have not received your final grade by the following Friday after the week your course ended. So if your course ended on Tuesday of this week, we recommend you give your professor until Friday of next week before checking in with them.

## Gmail (Pride E-mail)

---

### How do I access my Hofstra email on my computer or a mobile device?

[Instructions on accessing your Pride account through the Portal, iOS and Android devices](#)

# Internet Access

---

## How do I connect my computer or mobile device to eduroam?

[Instructions for connecting devices to eduroam.](#)

## How do I connect a video game console or miscellaneous entertainment device to the Hofstra's wireless network?

These devices need to be connected to the Hofstra Guest network. To connect to that network you must first register your device using a computer connected to eduroam.

[Instructions for registering video game consoles and entertainment devices.](#)

## I tried to register a device at *mydevices.hofstra.edu* but got the error "Device ID already exists." How do I fix this?

This error happens if you connect a device to the network before you register it. Please disconnect the device and email **StudentEmployment@Hofstra.edu** with the MAC/Physical address so that we can resolve the issue for you. Once resolved we will reply and ask you to register the device again. Register it and, after it is registered, you can connect it to the network.

## How do I request an Ethernet port in my residence hall room to be activated?

[Ethernet Port Activation Page.](#)

## How do I set up my personal wireless router?

Personal wireless routers are **not allowed** in the residence halls as they can interfere with Hofstra University provided wireless service. Students found using personal wireless routers will have their Ethernet ports deactivated and may face disciplinary actions for violating [Hofstra's Acceptable Use Guidelines](#).

## How do I set up my personal wireless printer?

As the majority of personal wireless printers do not support the WPA2 Enterprise encryption required to connect to eduroam they will not work on campus. You will need to connect your printer to your computer using a USB printer cable.

## Does Hofstra provide Ethernet or coaxial cables?

We do not currently provide either of these cables. Both can be purchased from most electronics retailers or on Amazon.com.

## How do I connect a Chromecast to the wireless network?

Chromecast devices do not work on Hofstra's network due to the increased level of security found on the network. If you would like to watch streaming media services like Netflix and Hulu we recommend using either a Roku, Amazon FireTV or Apple TV which work on the Hofstra Guest wireless network.

## How do I connect a Google Home to the wireless network?

Google Home devices do not work on Hofstra's network due to the increased level of security found on the network. If you would like a smart assistant that can play music and answer questions we recommend using an Amazon Echo which does work on the Hofstra Guest wireless network.

# PridePrint

---

## How do I get the PridePrint software?

- **iOS (iPhone, iPad, iPod Touch):** No special software is required to print from iOS devices. When you go to print a document just select the PridePrint or PridePrint Color printer to print.
- **Macs:** If you are running Sierra (10.12.x) or above please bring your laptop to the [Student Tech Support Center](#) to have the software installed. If you are running Yosemite (10.10x) or El Capitan (10.11.x) you can download the software from the My Apps button of the Hofstra Portal. If you are running Mavericks (10.9.x) or lower PridePrint is not compatible with your computer.
- **Windows:** The PridePrint client can be downloaded from the My Apps button of the Hofstra Portal. PridePrint can be installed on Windows versions 7-10.

[Instructions on identifying your operating system version.](#)

## What is my Hofstra username and password for PridePrint?

PridePrint uses the same username and password you use for the Hofstra Portal.

## **When I try to print from my Mac it says *Hold for Authentication*. How do I fix this?**

[Fixing the Mac Hold for Authentication issue.](#)

## **When I try to print I get a message that says *Disallowed Paper Size*. How do I fix this?**

PridePrint printers can only print on US Letter (8 1/2 x 11 inches) paper. If the program you are trying to print from has different paper settings change your paper size to US Letter. This is commonly seen on computers purchased outside of the US as most other countries use A4 (about 8 1/4 x 11 3/4 inches) paper.

# Recent Graduates FAQs

---

## **How long do I have access to the Portal?**

Access to the Hofstra Portal is yours for life.

## **How long do I have access to my Pride Google account (Gmail, Drive, etc.)?**

Access to your Pride Google account is yours for life.

## **How long do I have access to Blackboard?**

You will only be able to access Blackboard for 30 days after the official end date of your last course. After that time you will see the icon in the Portal but won't have access to the service. Be sure to back up any files you are interested in keeping. Once you lose access to the service the only way to get it back is to register for a course.

## **How long do I have access to PridePrint?**

Your Hofstra account will convert to an Alumni account approximately 90 days after the official end date of your last course. You will receive an email about 2 weeks before the account converts to let you know the conversion is about to happen. After your account has converted you will no longer have access to PridePrint.

## **How do I get a refund for any unused PridePrint credits?**

PridePrint credits are non-refundable. Any unused credits are forfeited when your account converts to an Alumni account. Your Hofstra account will convert to an Alumni account approximately 90 days after the official end date of your last course. You will receive an email about 2 weeks before the account converts to let you know the conversion is about to happen.

## **Can I still use the wifi on campus?**

You will be able to continue to use eduroam until your account converts to an Alumni account. After that time you will need to [connect to Hofstra Guest](#). Your Hofstra account will convert to an Alumni account approximately 90 days after the official end date of your last course. You will receive an email about 2 weeks before the account converts to let you know the conversion is about to happen.

## **Will I be able to use the Hammer and Calkins computer labs?**

If you have a [Hofstra Alumni Card](#) you will be able to enter either lab. However, you will need a special alumni login starting approximately 90 days after the official end date of your last course. Show your Alumni card to any staff member to receive this login. Note that Alumni can use the computers but won't be able to print anywhere on campus.

## **Will I still be able to use the Library Research Databases?**

Access to this service is only available on campus for alumni. You can access the service from the computers in Hammer and Calkins labs as well as the library computers. You will not be able to use this service off-campus.

## **Can I still use the wifi on campus?**

You will be able to continue to use eduroam until your account converts to an Alumni account. Your Hofstra account will convert to an alumni account approximately 90 days after the official end date of your last course. You will receive an email about 2 weeks before the account converts to let you know the conversion is about to happen.

## **What if I'm not taking classes but need to continue to use the Hofstra student resources?**

If you are working on your degree but not enrolled in classes and need full access to Hofstra student resources you will need to pay a fee to maintain your matriculation. Contact the Registrar at 516-463-8000 for more information on this.

## Transcripts

---

### How do I request a transcript?

Visit the [Transcripts page](#) of this knowledge base for detailed information on who is eligible to request a transcript (official or unofficial) and how to do so.

### Can I have an official transcript emailed to me?

No, Hofstra does not offer electronic official transcripts. Official transcripts must be mailed to you via USPS. You can [have an unofficial transcript emailed](#) to you following the instructions on our [Transcripts page](#).

## Usernames/Passwords/ID Numbers

---

### How do I get my Hofstra username (network ID)?

To get your Hofstra username you can use the [password reset page](#) at [www.hofstra.edu/password](http://www.hofstra.edu/password). Use the token method to start a password reset. The token email will have your Hofstra username in it. Don't worry, you don't have to change your password if you don't want to. Alternatively, you can call the Student Tech Support Center at 516-463-7777 during our normal business hours and we can look it up for you. For security reasons, usernames are not typically provided via email.

### How do I get my Hofstra ID number?

Your Hofstra ID number is printed on your Hofstra ID card, and may also be found on official letters you've received from Hofstra. If you can't find your Hofstra ID number, please give the Student Tech Support Center a call at 516-463-7777. After verifying your identity we would be happy to provide you your ID number. For security reasons, ID numbers are not typically provided via email.

### How do I reset my password or request an additional password reset token?

Visit [www.hofstra.edu/password](http://www.hofstra.edu/password).