

New Student Online Orientation: Frequently Asked Questions

For additional assistance contact: CTState-StudentOnboarding@ct.edu

- 1. How do I access the New Student Online Orientation?**
 - Click [HERE](#) to get started or visit: www.go2orientation.com/ct
 - You must make sure you have successfully logged into [myCommNet](#). You will then be able to log into the New Student Online Orientation using the same login you use for [myCommNet](#).
- 2. Who has access to the New Student Online Orientation?**
 - All students accepted for Fall 2022 and beyond.
- 3. When can I access the New Student Online Orientation?**
 - You can sign-in to complete the [New Student Online Orientation](#) 24-hours after being admitted to the college.
- 4. What is the estimated completion time?**
 - 30 – 45 minutes to fully complete.
- 5. I did not setup or log into [myCommNet](#) yet can I still access the New Student Online Orientation?**
 - No. You will need to log into [myCommNet](#): [myCommNet instructions](#)
- 6. I am a transfer or readmit student, do I need to complete the New Student Online Orientation?**
 - Yes, all students accepted for the Fall 2022 semester and beyond are encouraged to complete the online orientation fully.
- 7. Does the New Student Online Orientation have closed captioning?**
 - Yes. Closed Captioning is available in both English and Spanish.
- 8. What is the deadline to complete the New Student Online Orientation?**
 - You are encouraged to complete the New Student Online Orientation by September 1st.
- 9. Do I receive anything after completing the New Student Online Orientation?**
 - Yes, you will receive a Certificate of Completion which is emailed to your college email address. You are also automatically entered into a CT State Community College giveaway with a chance to win a bookstore voucher, swag bag and more.
- 10. What if I can't finish the New Student Online Orientation in one sitting?**
 - That's okay! You can complete the New Student Online Orientation at your own pace. It typically takes 30 to 45 minutes to complete fully.
- 11. Can I complete this on my cell phone or other mobile device?**
 - Yes, the New Student Online Orientation is accessible on all mobile, tablet and computer devices.

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12. What do I do if I am unable to access the New Student Online Orientation?

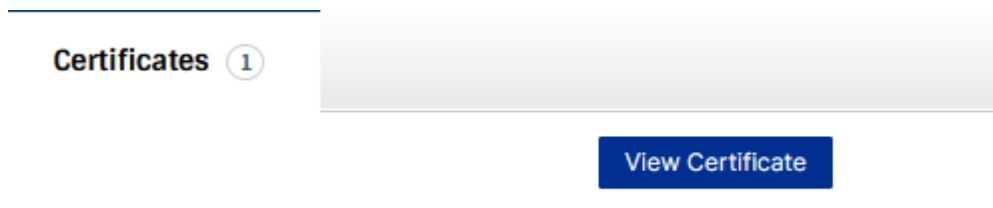
- First, determine if you can log into the CSCU Login Portal. If you are unable to log into the CSCU Login Portal contact **ConnSCU Student Support Help Desk: 860-493-0221**
- If you are experiencing technical difficulties within the orientation platform email: CT-StudentOnboarding@ct.edu.
 - Include:
 1. First and Last name
 2. Student Banner ID number
 3. Contact Number

13. What if the New Student Online Orientation platform does not pick up where I last left off?

- Send an email to CT-StudentOnboarding@ct.edu
 - Include:
 1. First and Last name
 2. Student Banner ID number
 3. Contact Number

14. What if I am unable to download my Certificate of Completion?

- First try clicking on the Certificate Tab found on the orientation dashboard. Click on view Certificate.



15. For additional assistance click on the: **Ask A Question** tab, select the online support icon within the orientation dashboard OR contact CT-StudentOnboarding@ct.edu

