When would I log in to the Carlow network?

When accessing any Carlow University computer on-campus (in classrooms or computer labs), you will need to log in to the Carlow network.

How do I log in to the Carlow network?

**Step 1**

First check if the computer you wish to use is in sleep mode by pressing the space bar.

Wait a few moments to see if your computer begins to operate. If not, you will need to turn on the computer.

Type your Carlow University username where prompted in lowercase letters.

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**Step 2**

Type your Carlow University password where prompted. If you do not know your password, use the Password Recovery, a free service for Carlow University students, by visiting [http://mypasswordrecovery.carlow.edu](http://mypasswordrecovery.carlow.edu). There is a tip sheet to guide you through this process on Carlow’s IT Resources page [http://it.carlow.edu](http://it.carlow.edu).

*If you did not set up Password Recovery before you forgot your password, you must call the Carlow IT Help Desk for assistance this time.* After they help you, the first thing you should do is set up Password Recovery by visiting [http://mypassword.carlow.edu](http://mypassword.carlow.edu). There is a tip sheet to guide you through this process on Carlow’s IT Resources page [http://it.carlow.edu](http://it.carlow.edu).

**Step 3**

Click the *OK* button. It may take a few minutes for the computer to become ready for your use. Please be patient.

**Step 4**

Remember to log off or shut down the computer when you are finished working.

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**Having trouble logging in to the Carlow network?**

If after completing the steps in this document you need assistance logging in to the Carlow network, please contact the Carlow IT Help Desk at x8700 (from a campus phone) or 1-866-767-9509 (if calling from your cell phone). *Remember this tip sheet is only for Carlow University computers located on campus.*

The Carlow IT Help Desk is located on the 2nd Floor of Antonian Hall, near the elevators and outside of the new Student Hub.