

Frequently Asked Questions

[What is the proper bookmark name for the ESU Intranet?](#)

The proper bookmark for the ESU Intranet is as follows: (Note this is a secure site and begins with https).

<https://oasis.admin.esu.edu/> This will allow you to access your ESU Intranet account from on or off campus when the system is available.

[I forgot/misplaced my password for the ESU Intranet, how do I get a new one?](#)

You can have your password reset by contacting the Computing Center during normal working hours @ 3115 or 3625.

For Security reasons, the new password will only be provided by email.

[I am faculty and would like to post my grades via the Intranet. Who do I contact?](#)

You can contact the Registrar in Enrollment Services. The Registrar will insure your account is set up for this purpose.

[Every time I input a student id into the Student Academic Web Page I keep getting the same person. What is going on?](#)

To remedy this situation in Explorer: Go to Tools, then Internet Options, then click on the Content Tab, Select the auto complete button on this page and uncheck all of the check boxes under Use auto complete. Press the OK button(S) when prompted and exit the Browser. You must then close the Browser. If you are using Netscape 7.xx, In Netscape, go to preferences Edit, then preferences. Within preferences, double click Privacy and Security. Click Passwords, then click uncheck passwords or Manage Passwords to control the storage of passwords. Again, shut down the Browser and restart.

[I signed up for Web Grading. I did not receive the email or I received the email and removed it by mistake. What do I do?](#)

The Center for Enrollment receives a copy of all the emails sent to faculty for this purpose. Additionally, they also have the ability to regenerate the email for any faculty member who needs an additional copy.

[How do I change my assigned password to the Intranet?](#)

Under the menu loaded when you normally logon there is a bulleted item titled Campus Applications. Click the item titled Change Password and follow the instructions to make the change.

[What are the hours of operation for the Intranet Web Page?](#)

The system is available 24/7 except for the noted exclusions on the menu.

[I am a faculty member. Why doesn't my name appear in the list box when I click Faculty Schedules on the Web Page?](#)

Until your record is updated on the local system with your assigned advisor number, your name will not show up in the list of faculty. The process of maintaining the advisor numbers is the responsibility of the Enrollment Services area. Please contact this office for assistance.

[Can students access their information on the Web?](#)

Students can access their own records through a different web site. The site is <https://studentinfo.admin.esu.edu/>. At this site the student can see their Transcript, Current Schedule, Student Billing, Display a Graduation Evaluation, maintain a personal profile, have their password and logon reissued. They can also use this web page to register for courses.

[When I try to download my class list or anything via the Browser I keep getting asked to Pick an application. What do I do?](#)

The Web application is most likely attempting to download a file to your PC using the Browser. If you are using Internet Explorer, this should not occur. However, with Netscape, the Browser needs to know (the first time a file is downloaded) which application needs to be used to open the file. To pick the application you will need to click on the Browse button and then find the appropriate application on your PC. Most files downloaded from the mainframe will be looking for Excel, Word or Adobe. These applications are generally installed on all PCs on the Campus Network. If you are downloading a file and you are working on your Personal Computer at home, you will need to be sure the appropriate product is installed.

[I have a colleague who needs a web logon, how do they get one?](#)

Any faculty member who does not have a Web Logon should wait until they have been assigned a local email account. As soon as they can access their mail on campus, they should send an email to gersbach@po-box.esu.edu requesting a logon to the ESU Intranet.

[I clicked on the Download Schedules or Download Selective data for my Advisees and got a message telling me to contact Enrollment Services. What is wrong?](#)

If you are a faculty member and are told to contact Enrollment Services when you click one of the two general download options for faculty, you most likely do not have any advisees assigned to you. If this is NOT the case, you will need to advise Enrollment Services of this problem as soon as possible.

[As a faculty member, how can I print midterm or Final Grades for my advisees?](#)

If you are a faculty member you need only wait until after the midterm grades or final grades have been posted. At that time you can click on the link to download schedules for my advisees. The midterm and or final grade for each student will be printed next to each course the student has scheduled. Note that these courses reflect what was originally posted to the student's registration and or transcript at the time of grade posting. If grade changes have been applied,

you will need to look at the individual transcript.

[As a faculty member, how can I print all of my class lists at one time?](#)

If you are a faculty member you can print your class lists all at once by clicking on the link **Download My Classlists** and selecting one of the four options on the Web Page. You can have the class lists downloaded via the Browser in Rich Text format or Comma Separated.. OR.. have the information delivered via the campus email system in one of the two formats as well. Simply click the appropriate button for the mode of delivery desired.

[After logging on my account I receive the ESU Intranet Main Page, but upon clicking an option, nothing happens. What could be wrong?](#)

Sometimes tools bars (other than Internet Explorer and Netscape) have been installed on the problematic PC. Most of these tool bars contain Pop Up Blockers. Most of the pop up blockers sound an audible alert. To check, turn up the speaker and attempt to click on a menu option. If there is an audible alarm or a script error and or a message indicating 'Pop Up' you will need to check on the toolbar (individually place the mouse on top of each button until you find one that is a Pop Up Blocker). When you find a Pop Blocker application, generally one can determine what to do to turn it off. Select this option, close the Browser, and then try again. Hopefully the problem will have been resolved.