Additional assistance:

If you are having problems setting up or using your computer, first check the troubleshooting section of your Computer User’s Guide.

Do you need assistance connecting to the UVA network or downloading Microsoft Office?

- Do you have your University Computing ID and password?
- Wireless Connection: Did you connect to “Welcome to UVA Wireless”?
- Wireless Connection: After connecting, did you start the UVA Network Setup Tool?
- If you need further assistance, contact the UVA Help Desk at (434)924-HELP(4357).

If you have a hardware issue, please visit the Cavalier Computers Service Center at the UVA Bookstore.

4th Floor - The Central Grounds Parking Garage inside the UVA Bookstore 400 Emmet Street South, Charlottesville, VA 22904

School In Session Hours:
Monday Through Friday 8:30 AM Until 7:00 PM
Saturday 10:00 AM Until 6:00 PM
Sunday 11:00 AM Until 6:00 PM

Summer/Holiday Hours
Monday Through Friday 8:30 AM Until 6:00 PM
Saturday 10:00 AM Until 6:00 PM
Sunday 11:00 AM Until 6:00 PM
(434) 924-1000
Fax (434) 924-4447
E-Mail to cavcomps@virginia.edu

Please remember to keep all of the media that came with your computer and store it in a safe place. This application restore software may be required to repair your computer.
CAV WINDOWS COMPUTER SET-UP GUIDE

Every CAV computer has a silver sticker (as shown on the left) on the bottom of the computer. On the sticker, you will find your computer’s Service Tag number (also known as the serial number), the date when your warranty will end, and the UVA Help Desk phone number.

DO NOT PLUG YOUR PRINTER TO YOUR COMPUTER UNTIL YOU HAVE READ AND COMPLETED ALL THE STEPS IN THIS DOCUMENT.

SETTING UP AND USING YOUR WINDOWS CAV COMPUTER ON-GROUNDS

Logging on to my new CAV Windows computer

Plug in the laptop’s power adapter, then turn on the system using the Power button.

When the system boots, you will see the screen below. Click on the desktop.

You will see this screen and will be asked the following information:

User name: Student
Password: here@uva

(type the word “Student” as it appears above)

“here@uva” is your initial password, (all lower-case letters and the @ sign)

Click on this CAV Program User Links to setup your connection to the UVA Network**, you will also use this link to download MS Office, Setup UVA Box, Download and setup Lastpass (password management), and other software if needed. **You must be on grounds to connect to the UVA Network**

On the Windows desktop, double-click the Cav Program User Links icon to open it.

Follow the instructions on the web page to install and configure your wireless network connection.

In addition to other configurations, this tool sets up your computer to connect to UVA’s encrypted wireless network. If at any time you have problems with wireless, simply run this tool again.

For Additional assistance, see next page: