A faculty and staff member’s guide to computers, e-mail, networking, and technology on campus.
ABOUT Get Connected

This booklet contains some basic information about e-mail, passwords, technology services, and other computing-related topics that you will need to know about while you are a faculty or staff member at Northwestern.

**IMPORTANT!** This information will help you

- Connect to the NU Network on and off campus
- Use NUIT resources for research or teaching
- Learn safe computing habits

You can also find quick links to Get Started with technology at NU at [www.it.northwestern.edu/staff/getstarted.html](http://www.it.northwestern.edu/staff/getstarted.html).
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Get to Know NUIT

Northwestern University Information Technology (NUIT) is here to help with the many technology resources at Northwestern University (NU). Keep this booklet handy, and you’ll always be connected.

The NUIT Web site is your one-stop technology resource at NU. Bookmark it at <www.it.northwestern.edu>.

**TIP:** Click on the “Faculty/Staff” link on the left of the NUIT home page to find resources geared specifically towards you.

Where can I go for technical support?

- The **NUIT Support Center** is open to all faculty, staff, and students. Call **847-491-HELP (1-4357)**, chat with a Support Center consultant online, or e-mail <consultant@northwestern.edu> for help.

- Select schools have dedicated technical support. Visit “School-based Support” at <www.it.northwestern.edu/dss/> for a current list.

The NUIT Support Center can’t fix hardware problems or reinstall operating systems, but it can help you find a repair service, like the Apple Store at the Norris Bookstore, or put you in touch with your school or department’s local support contact.
**What is my NetID?**

A Northwestern NetID is your passport to a host of Northwestern resources including, but not limited to, the following:

- University e-mail
- Human resources information (HRIS)
- Kronos Time System
- NU online directory
- Course Management System (CMS)
- NU wireless network
- Off-campus access to the NU Network (VPN)

You will receive NetID activation information from your departmental NetID Coordinator.

**IMPORTANT!** Northwestern University will *never* ask you for your NetID password, and you should never share it with anyone, including supervisors, coworkers, or colleagues.
What if I forget my NetID or NetID password?

If you forget your NetID, call the NUIIT Support Center at 847-491-HELP (4357). They will confirm your identity and remind you of your NetID.

If you forget your NetID password...

1. Choose “Reset Password” at <www.it.northwestern.edu/netid/>
2. Enter your NetID
3. Answer the security questions you established when you activated your account
4. Reset your password

Forgotten or expired NetID password can also be reset by bringing your WildCARD or other photo ID to the NUIIT Support Center in Evanston or the NUIIT NetID Support Kiosk in Chicago.

Learn more about resetting your password at <www.it.northwestern.edu/netid/resetguidelines.html>.
Daily Essentials

How do I use my Northwestern e-mail service?
When you activate your NetID, you will receive an @northwestern.edu e-mail account on a centrally hosted University mail server. View step-by-step setup instructions for a variety of e-mail clients at <www.it.northwestern.edu/accounts/email/config/>.

Manage your “out of office” or vacation message, or read your e-mail while you’re away from your desk, with NU’s WebMail at <www.northwestern.edu/webmail/>.

What tools are available for managing my schedule?
Meeting Maker allows you to propose meetings, define activities, and manage meeting resources such as conference rooms and projectors. Find links to access your calendar and quick reference tools at <www.it.northwestern.edu/software/meetingmaker/>.

How do I use my voicemail?
The University voicemail system allows callers to leave messages while you are away from your desk. You can access your voicemail box from on or off campus, set extended absence greetings, and more.

Getting Started guides and FAQs are available at <www.it.northwestern.edu/telephone/voicemail.html>.
**Collaboration Services**

**COMING SOON:** A suite of new and updated services (e-mail, calendar, instant messaging, voicemail, file-sharing, and more) will make it fast and easy to share information with colleagues, stay connected anywhere, and manage your time effectively.

These collaborative services will allow you to do tasks like connect calendars with e-mail to share and manage meetings, receive voicemails via e-mail while away from your desk, and access e-mail and calendar from a smartphone or mobile device.

Learn about the status of this important initiative and find links to services, training, discounted Microsoft software, and more at <www.it.northwestern.edu/strategic-plan/collaboration/>.

**Telephone and Voice**

NU’s **IP-Based Phone Service** allows for enhanced features and functionality when compared to a standard telephone, including Web access to manage your call routing settings and address book.

Information about telephone and voice services, including quick reference guides, is at <www.it.northwestern.edu/telephone/>. 
Conferencing

Increase the effectiveness of your meetings and save time and space by utilizing one of the many conferencing options offered by NUIT. Visit Conferencing Services at <www.it.northwestern.edu/conferencing/> for links and additional information.

**Desktop Videoconferencing**—A Web-based mobile solution allows virtual face-to-face meetings outside of the traditional conference room

**Webconferencing**—Host live audio and video events for up to 100 participants with desktop, application, and file-sharing

**Videoconferencing**—High-quality interactive video and audio can be used for training, seminars, instruction, and more

**Teleconferencing**—Meetings via telephone with participants on and off campus can be achieved by using a University conference bridge or an IP-based telephone

**Webcasting**—Streaming video and audio allows for the broadcasting of lectures, panel discussions, and other events
Connecting On Campus

Where can I find wireless access on campus?
Pretty much anywhere. There are more than 1,800 wireless access points on campus.

View a complete list of locations at <www.it.northwestern.edu/oncampus/wireless/locations.html> or look for the “Wireless Access” signs around campus.

**TIP:** For safe and secure connections, use the University network SSID “Northwestern.”

How do I set up my mobile device to access wireless?
Connecting to Northwestern’s wireless network from your laptop, smartphone, or other mobile device is simple and allows you to stay connected anywhere on campus.

Find supported devices and links to step-by-step setup instructions at <www.it.northwestern.edu/oncampus/wireless/wireless-connections/>.
Connecting Off Campus

What is VPN and why do I need it?
Virtual Private Network (VPN) allows you to securely connect to the NU Network and all University resources from off campus.

VPN is included in the operating system of your computer, iPhone, or Windows Mobile device. Find configuration instructions at <www.it.northwestern.edu/oncampus/vpn/>.

How do I connect to the NU Network from off campus?
It’s simple: first get Internet service, then use VPN.

HOME: Choose an Internet Service Provider for either cable modem, digital subscriber line (DSL), or dial-up access. To research the best plan for you, visit <www.it.northwestern.edu/offcampus/providers/comparison.html>.

AWAY: Many hotels, airports, libraries, and coffee shops offer free or low cost Internet access, or visit <www.it.northwestern.edu/offcampus/ipass/webconnectionstravel.html> for more options.
Mobile Resources

Staying connected is essential whether you’re at your desk, at a meeting across campus, or on a business trip. A variety of tools are available from NUIT to keep you connected on the go.

What kinds of devices can I connect to NU’s mobile services?
Smartphones and laptops are the most common mobile devices, but netbooks, tablets, and traditional cell phones can also be used to connect to NU resources.

Which mobile services are available for my device?
E-mail, calendar, Northwestern’s mobile application suite, VPN, and wireless network access are all options that are available to the NU community.

See which devices support these features in the Mobile Device Comparison chart at <www.it.northwestern.edu/hardware/devicematrix.html>.
How can I configure my device to connect to mobile services?
NUIT provides step-by-step instructions for several of the most common smartphones. Select your device under Mobile Access at <www.it.northwestern.edu/mobility/> and you’ll be directed to setup instructions for the services that work with your device.

For instructions on connecting a laptop to Northwestern’s wireless network, visit <www.it.northwestern.edu/oncampus/wireless/wireless-connections/>.
Enhance Teaching

Educational resources like the University’s Course Management System, Classroom Clickers, and Smart Classrooms can help you improve collaboration and engagement in your classroom.

**What is the Course Management System (CMS)?**

The CMS is the primary way NU faculty manage their courses and interact with students online. It allows faculty to:

- provide course materials, assignments, and tests for students
- submit grades
- create discussion boards, blogs, and journals

The CMS also includes associated services to enhance your teaching.

**Bboogle**—Provides faculty access to collaboration services like document sharing and editing, site creation and management, and calendar sharing within the CMS

**Media Space**—Manage and publish collections of video and audio to the CMS or other external pages

**NU Lecture Capture**—Digitally capture, produce, and deliver scholarly presentations
Log in to the CMS, find workshops, view tutorials, and read FAQs at <www.it.northwestern.edu/education/course-management/>.

**TIP:** Read the Faculty Teaching & Research Resources Brochure at <www.it.northwestern.edu/bin/docs/fac_resources_current.pdf> to learn about additional tools to enhance your teaching.

**Are technology-enhanced classrooms available?**
Yes, Smart Classrooms on Evanston and Chicago campuses integrate networking, digital, videoconferencing, and audio visual technologies.

All Smart Classrooms are equipped with a Mac Mini to run Mac OS X or Windows operating systems. View more features of campus Smart Classrooms at <www.it.northwestern.edu/education/classrooms/>.

**Does NUIT support classroom Clickers?**
Classroom Clickers, or the Student Response System, are supported at Northwestern and allow instructors to pose questions and gather students’ responses during a lecture.

More details about purchasing and setting up these devices can be found at <www.it.northwestern.edu/srs/>.
Research Computing

NU is a recognized leader in global networking and research and offers cutting edge tools to faculty for networking, collaboration, and storage.

**High Performance Computing (HPC)**—Northwestern’s own HPC system, Quest, provides University researchers with a cost-effective, shared resource for conducting advanced computations.

**Global Networks and High Speed Connections**—NU participates in key research network collaborations including StarLight and provides bandwidth speeds of up to 10 Gbps.

**Data Storage and Hosting**—Server hosting and data storage services are facilitated through the University’s Data Centers and deliver high-availability computing services for critical research systems.
Visualization—High-res imaging, 3D modeling, animation, scientific visualization, and high-end display devices can be used for research or classroom purposes

Are additional research resources available?
Yes; to learn about the many tools available to enhance your research, including networks, research data services, science hubs, research grant and consultations, and high performance computing services, visit <www.it.northwestern.edu/research/>.

You can also download the High Performance Research Computing Brochure at <www.it.northwestern.edu/bin/docs/research_computing_2010.pdf>.
Computer Security

All University members have a responsibility to use NU resources in a safe, secure, and legal way. Keep your NetID and NetID passphrase/password secret and respect the rights of other users of the NU Network.

Review NUIT policies and guidelines at <www.it.northwestern.edu/policies/>.

Four Steps to Computer Security

Protect the NU Network, and secure your computer with these four easy steps:

Step 1: Secure Passwords

Only you should know your password—keep it secret. By sharing your NetID password with anyone, you jeopardize your security and the security of the NU Network. Read tips about creating a secure passphrase at <www.it.northwestern.edu/getcontrol/stepone.html>.
**Step 2: Stop Malware**
Malware comes in many dangerous forms like viruses, spyware, and junk e-mail—protect yourself in more ways than one. Learn how at <www.it.northwestern.edu/getcontrol/steptwo.html>.

**Step 3: Stay Current**
Keep your computer current and protected. Install updates when prompted by your computer, or you leave yourself vulnerable to cybercriminals. Read instructions on automating updates at <www.it.northwestern.edu/getcontrol/stepthree.html>.

**Step 4: Browse Safely**
Good safety habits on the Internet can save you from malware infections. Be aware of the Web sites you visit, what you download, and the information you post online. Read more tips at <www.it.northwestern.edu/getcontrol/stepfour.html>.

**TIP:** Protect your computer from theft. Keep your laptop safe by using a security cable to tether it to an object that is not moved easily.

Read more details about how to **Get Control** at <www.it.northwestern.edu/getcontrol/>.
Training and Education

Learn to use technology more efficiently and increase your productivity by attending technology workshops and training for every level of expertise.

Events range from service-specific seminars and hands-on training sessions to online Webinars and downloadable podcasts.

**NUIT Tech Talk Series**—Web-based seminars for all expertise levels cover new IT services, information security, computer care, and green technology

**Scholarly Resources and Technology Series**—Learn how to use the teaching and research capabilities of digital media, CMS features, online archives, electronic databases, and other emerging technologies

**Scholarly Minds and Research Technologies (SMaRT) Series**—Workshops and presentations specifically designed for faculty, staff, and graduate students on the University’s Chicago campus

**Research Computing Series**—Focuses on topics that impact NU’s research environment like high performance computing, visualization, collaboration, and research software
Find links to more event series, training sessions, and recordings of past presentations at <www.it.northwestern.edu/learning/>.

You can also stay informed by subscribing to or following NU or NUIT with the following media services.

Northwestern on iTunes U
<www.itunes.northwestern.edu>

Northwestern YouTube
<www.youtube.com/NorthwesternU/>

NUIT to Go Podcasts
<www.it.northwestern.edu/podcasts/>

NUIT Insider Blog
<www.it.northwestern.edu/blog/insider.html>

NUIT News RSS Feed
<www.it.northwestern.edu/nuitfeed.xml>

NUIT on Twitter
<http://twitter.com/NU1HELP>
<http://twitter.com/NU_NUIT>
Quick Links

**NUIT**—Quickly access many NU technology resources specifically for faculty and staff
<www.it.northwestern.edu/staff/>

**University Policies**—Find and review University policies; policies are searchable by audience or category
<http://policies.northwestern.edu/>

**HRIS Self Service**—Manage your personal information, view your University paycheck, enroll or update your benefits, track vacation days, or sign up for training
<http://directory.northwestern.edu>

**Plan-It Purple**—View a schedule of upcoming lectures, training sessions, athletic events, and more
<http://planitpurple.northwestern.edu>

**Course Management System**—Use this class-specific tool to input grades, share media, and discuss topics
<www.it.northwestern.edu/education/course-management/>

**University Online Directory**—Edit your directory information or find contact information for other faculty, staff, and students
<http://directory.northwestern.edu>

**WildCARD Advantage Discounts**—Show your University ID and save at many area businesses
<www.univsvcs.northwestern.edu/WildCARDAdv/>
Computer Care Checklist

DAILY
- Lock your computer screen (Windows key + L) whenever you step away from your desk
- Verify that security software like antivirus and antispyware is running
- Back up files to a secondary drive or online storage service
- Power down your computer at the end of the day

WEEKLY
- Automatically run full scans of your computer for viruses and spyware
- Empty the Recycle Bin, delete unused or duplicate files, e-mail attachments, and uninstall unused applications

MONTHLY
- Check for and install updates to software you use regularly, including your operating system and security software
- Run Disk Cleanup to delete unnecessary files

QUARTERLY
- Create a secure NetID password by using a passphrase
- Review departmental business continuity plans in case of an emergency

Remember to practice general safe computing habits every day. Keep your NetID password private, be cautious when surfing the Internet, and stay aware of e-mail phishing attempts.

For a comprehensive checklist with details and links, visit <www.it.northwestern.edu/security/checklist.html>.