2011

GET Connected @ Northwestern University

Your guide to computers, e-mail, networking, and technology on campus.

NORTHWESTERN UNIVERSITY
INFORMATION TECHNOLOGY
ABOUT Get Connected

This booklet contains some basic information about e-mail, passwords, software, and other computing-related topics that you will need to know about while you are a student at Northwestern.

**IMPORTANT!** This information will help you
- Set up your @u account to access a host of services, including e-mail
- Connect to the NU Network on and off campus
- Learn safe computing habits

You can also read this booklet online at <www.it.northwestern.edu/getconnected/2011.pdf> or visit Get Started - Six Steps to Connect at NU at <www.it.northwestern.edu/students/getstarted.html>.
Table of Contents

Get to Know NUIT 4
Where can I go for technical support?

NU Network 11
What is my NetID?
What if I forget my NetID or password?
How do I access my NU e-mail services?

Computers 5
What kind of computer do I need?
Can I get a student discount?
Can I ship my computer to my residence hall?

Connecting in Res Halls 13
How do I connect to the Internet?
Are rooms wired for telephone service?

Connecting Around Campus 15
Where can I find wireless access on campus?
Where can I find computer and media labs?
How can I take NU to go?

Connecting Off Campus 17
How do I connect to the NU Network from off campus?
What is VPN, and why do I need it?

Computer Security 18
What about file sharing?
Four Steps to Get Control

Online Tools 21

Before You Come to Campus Checklist 22

Interested in Working at NUIT? 23
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 “Students” link on the left to find resources geared specifically towards you.

**Where can I go for technical support?**

- The Support Center is open to all students, faculty, and staff. Call the **NUIT Support Center** at **847-491-HELP (4357)**, submit a request, or chat with a consultant online at <www.it.northwestern.edu/supportcenter/>.

- Laptop ER at the NUIT Service Point allows you to get in-person support for virus or connectivity issues. Visit <www.it.northwestern.edu/supportcenter/servicepoint.html> for hours and additional services.

The NUIT Support Center can’t fix hardware problems or reinstall operating systems, but it can help you find a repair service, including the Apple Store at the Norris Center Bookstore on campus.
What is my NetID?
A Northwestern NetID is your passport to the Northwestern Network, an array of Web sites, resources, and online tools.

When you receive your NetID and activation code in the mail, go to <www.northwestern.edu/login>.

1. Use the activation code to activate your NetID.
2. Set your NetID password.
3. Choose your security questions and answers to reset your password in case you forget it.
4. Activate your @u.northwestern.edu e-mail account.

What if I forget my NetID or password?
If you forget your NetID, call the NUIIT Support Center at 847-491-HELP (1-4357). They will confirm your identity and remind you of your NetID.

If you forget your NetID password...
1. Navigate to <http://nuvalidate.northwestern.edu/>.
2. Enter your NetID and leave the Password field blank.
3. Click Forgot Your Password?.
4. Answer at least two of your security questions.
5. Follow password change prompts and click Change Password.
6. Reset your password.
How do I access my Northwestern e-mail services?
Once you’ve activated your @u.northwestern.edu account at <www.it.northwestern.edu/activate/>, just log in at <http://u.northwestern.edu/>.

And to access your @u account from your smartphone, be sure to keep your full account name and password handy. Find configuration instructions at <www.it.northwestern.edu/mobility/>.

Your @u.northwestern.edu account also gives you access to calendaring, instant messaging, and document, spreadsheet, and presentation applications. Read more about collaboration, including how to create account nicknames, at <www.it.northwestern.edu/stucollab/> and <www.it.northwestern.edu/stucollab/faq.html>.
Computers

What kind of computer do I need?
All computers should meet NUIT’s minimum recommendations to access Northwestern resources. Find the most current recommendations at <www.it.northwestern.edu/hardware/>

NOTE: Some programs have specific requirements, so check with your school before purchasing a computer.

Desktop or laptop?
Most students find it easiest to use a laptop at NU; since much of the campus is wireless, you can connect to the NU Wireless Network from just about anywhere.

Windows or Mac?
Take your pick, NUIT supports both operating systems.

Can I get a student discount?
Northwestern offers software that is either free for download or available for the best prices around* at <www.it.northwestern.edu/software/students/>. Click the software title for information, or “Download” or “Order” to save it to your computer. *Prices subject to change.

Additional discounts are available at <www.univsvcs.northwestern.edu/Purchasing/personal.html>. 
Connecting in Res Halls

How do I connect to the Internet?
Residence hall rooms are all wireless-enabled. Configure your computer before you arrive. Learn how at <www.it.northwestern.edu/oncampus/wireless/wireless-connections/>.

To avoid connection problems, follow the Four Steps to Computer Security on page 19.

NOTE: University policy strictly prohibits routers, network extenders, or installing your own wireless network. Read this policy at <www.it.northwestern.edu/policies/electronic-resources.html>.

What kind of TV service is available?
Watch TV from your computer with Northwestern University Television (NUTV), which comes to you via a wired Ethernet connection to the NU Network.

• To view NUTV, bring a maximum 25-foot Ethernet cable to connect your computer to the network jack in your room.

• Learn more about NUTV, including available channels, at <www.northwestern.edu/nutv/helpguide/>.
Are rooms wired for telephone service?
Since most students bring cell phones to campus, University-provided landline service in student rooms is available on a per-request basis.

**NOTE:** Emergency devices are readily available throughout the residence halls for emergency 911 access.

Cell Phones
Find information about cell coverage on campus and choosing a plan at <www.it.northwestern.edu/telephone/cellphone.html>.

Some companies offer discounts on plans or phones; see carriers that offer NU discounts at <www.univsvcs.northwestern.edu/WildCARDAdv/>.

Landline Service
Request landline service by contacting University Housing at <housing@northwestern.edu>. If you choose this service, you must bring your own standard phone with you to campus. Learn more at <www.it.northwestern.edu/rts/teleqr.html>. 
Connecting Around Campus

Where can I find wireless access on campus?
Pretty much everywhere. There are more than 1,800 access points across campus, including all residence halls.

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.”

Where can I find computer and media labs?
Wherever you are on campus, a computer lab is not far away.

- Learn about Media Works and Info Commons at the University Library at <www.library.northwestern.edu/computing/>.
- See University computer lab locations at <www.it.northwestern.edu/education/complabs/>. Contact your school or program for additional locations.
Connecting Off Campus

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

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

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 your operating system and easy to configure. Find instructions at <www.it.northwestern.edu/oncampus/vpn/>.
How can I take NU to go?
NUIT offers a host of opportunities to enhance your academic and campus life and bring NU with you, wherever you go.

Northwestern Mobile Application Suite
NU has developed a suite of mobile applications that delivers on-demand, real-time access to University information, including:

- **News** – Get the latest news from NU
- **Events** – View Plan-It Purple listings
- **Maps** – Search for buildings by name, find them on the map, and see your location
- **Transit** – Check shuttle times, view stop locations, and track active shuttles
- **Directory** – Find students, faculty, and staff; store contact information; and send e-mail or make a call
- **Library** – Search by title, author, or keyword; and check media availability
- **Athletics** – Find Northwestern Wildcat sports schedules, news, and scores

*iPhone, Android, and BlackBerry*
Search for “Northwestern University” in your device’s native app store and download the app.
Other Smartphones
Visit <http://mobile.northwestern.edu/> on any Web-enabled mobile device.

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

NUIT Information Security Podcasts
<www.it.northwestern.edu/security/podcast.html>

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>

NUIT on Facebook
<www.facebook.com/NU1HELP>
<www.facebook.com/NU.NUIT>

For more information about mobility at Northwestern, including how to set up your mobile devices to use University resources, visit <www.it.northwestern.edu/mobility/>. 
Computer Security

All students have a responsibility to use University 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.

Don’t get caught by surprise; review policies and guidelines at <www.it.northwestern.edu/policies/>.

What about file sharing?
The best rule of thumb is to assume you cannot download or distribute anything you find on the Internet unless you have written permission, such as a license agreement. Downloading streaming video from questionable Web sites also puts your computer at a high risk for catching a virus. To learn more, visit <www.it.northwestern.edu/security/illegaldownloading/> and <www.it.northwestern.edu/security/nubayu/>.

NOTE: For your protection and the security of the NU Network, do not share software or music files even when you legally purchase them. If you do, you will lose the right to access the NU Network.
Four Steps to Computer Security

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

**Step 1: Secure Passwords**
Your NetID and password give you access to your personal data and many NU resources. Don’t compromise your security and risk losing network access, fines, or worse by sharing your password. Learn more about how create a password that’s easy to remember and hard to guess at <www.it.northwestern.edu/getcontrol/stepone.html>.

**Step 2: Stop Malware**
Malware comes in many forms – protect yourself in more ways than one. Use multiple types of security: antivirus, antispyware, a junk e-mail blocker, and a firewall. Links to University-provided antivirus software and other tools, plus instructions on how to use them, are at <www.it.northwestern.edu/getcontrol/steptwo.html>.
Step 3: Stay Current
Even a brand new computer isn’t perfect. Install software updates when prompted to improve performance and protect against cybercriminals. Find instructions on how to automate updates at <www.it.northwestern.edu/getcontrol/stepthree.html>.

Step 4: Browse Safely
Good safety habits on the Internet can save you from viruses and malware. Be aware of the Web sites you visit, what you download, and what you post online. Learn how to use browser security features and protect your personal information online at <www.it.northwestern.edu/getcontrol/stepfour.html>.

TIP: To protect your computer from theft, tether your computer to an object that is not easily moved with a universally compatible security cable. And if you’re working in the library or elsewhere, keep your laptop in your sight at all times.

Read more details about how to Get Control at <www.it.northwestern.edu/getcontrol/>.
Online Tools

**NUIT** — Quick links to many NU technology resources, specifically for students.
<www.it.northwestern.edu/students/>

**University Online Directory** — Find contact information for all faculty, staff, and fellow students.
<http://directory.northwestern.edu>

**CAESAR** — Register for classes and manage other aspects of your Northwestern career through the Computer Assisted Electronic Student Access Route.
<www.northwestern.edu/caesar/>

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

**@u.northwestern.edu** — The ultimate collaboration suite including e-mail, IM, calendaring, and more!
<https://u.northwestern.edu>

**Plan-It Purple** — View events at Northwestern for a given day or week.
<http://planitpurple.northwestern.edu>

**NULink** — See campus and Evanston-area resources on this student-managed site.
<http://nulink.northwestern.edu>

**WildCARD Advantage Discounts** — Show your student ID and save at these area businesses.
<www.univsvcs.northwestern.edu/WildCARDAdv/>
Before you come to campus:

- Review tips for setting up a secure password/passphrase once you receive your NetID at [www.it.northwestern.edu/getcontrol/stepone.html](http://www.it.northwestern.edu/getcontrol/stepone.html).

- Access Northwestern e-mail via the Web at [https://u.northwestern.edu](https://u.northwestern.edu).

- Review NUIT and school-specific recommendations on pages 6-9 before buying or bringing a computer.

- Browse for student-discounted software at [www.it.northwestern.edu/software/students/](http://www.it.northwestern.edu/software/students/).

- Pack a maximum 25-foot Ethernet cable to view NUTV.

- Be ready to connect once you arrive on campus - set up your laptop to connect to Northwestern’s wireless network at [www.it.northwestern.edu/oncampus/wireless/](http://www.it.northwestern.edu/oncampus/wireless/).

- Install University-provided antivirus software, security updates and patches, spyware detection software, and check firewall settings. For security tips, instructions, and links to download software, go to [www.it.northwestern.edu/getcontrol/steptwo.html](http://www.it.northwestern.edu/getcontrol/steptwo.html).

- Review and abide by NUIT responsible use guidelines and policies at [www.it.northwestern.edu/policies/](http://www.it.northwestern.edu/policies/).

- Follow the NUIT Support Center for tips on how to prepare and ask us questions at [http://twitter.com/NU1HELP](http://twitter.com/NU1HELP).
Interested in Working at NUIIT?

NUIT is always looking for student employees to staff the Support Center and other roles. You’ll learn about computers, networks, and the Internet while developing technical and interpersonal skills. For information, go to <www.it.northwestern.edu/about/student-jobs/>.

If you have any questions about the information in this booklet, Call the NUIIT Support Center at 847-491-HELP (1-4357) or e-mail <consultant@northwestern.edu>.
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