Mobility at Northwestern

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Today’s Agenda

• Popular Mobile Devices
  – iPhone/iPod Touch
  – BlackBerry
  – Android Devices
  – Tablets, Netbooks, and Laptops
  – Choosing a mobile device

• Securing Your Device

• Mobile Services at NU
  – WiFi
  – E-mail
  – Mobile App
  – IP-Based Services
  – Conferencing
  – VPN
“Mobility” refers to more than just mobile devices

NUIT offers several services to help you be mobile

Mobility gives you access to a range of services and tools

- Mobile conferencing
- Phone services
- Northwestern Mobile app
- Working remotely
- iTunes U (NUIT podcasts) and Northwestern YouTube
- Twitter (NU1HELP, NU_NUIT)
“Smartphones” provide more than just the ability to make calls
Allow constant access to your e-mail and calendar and put the Internet at your fingertips
Most offer third-party applications, making them extremely versatile
Access to a range of services
- E-mail
- Calendar
- Northwestern Mobile Application
- Lecture Capture
- Maps
- Web
iPhone/iPod Touch

• Why is the iPhone useful at NU?
  – Access to Northwestern Mobile App
  – Access to Northwestern e-mail
  – Synchronization with your MeetingMaker calendar
  – Full compatibility with Northwestern services

• iPhone/iPod Touch set-up instructions
• Why is the BlackBerry useful at NU?
  – Access to the Northwestern Mobile App (soon)
  – Access to Northwestern e-mail
  – Synchronization with your MeetingMaker calendar
  – Full compatibility with Northwestern e-mail
  – Compatibility with Northwestern wireless and VPN dependent on the model

• Blackberry set-up instructions
All currently available Android devices offer full compatibility with Northwestern e-mail and wireless.

Nexus One
- Available subsidized for use with T-Mobile
- Verizon Nexus One to be released in Spring 2010
- Also available unlocked

Droid
- Line of Motorola and HTC phones offered by Verizon

Androide set-up instructions
Tablets, Netbooks, and Laptops

- Why are these devices useful at Northwestern?
  - Connect wired or wirelessly to NU Network on or off campus
  - Access to Northwestern online resources

- Tablets/Netbooks
  - Cheaper than a full laptop
  - Optimized for Internet browsing and media consumption

- Laptops
  - Most common mobile computer
  - Access to all tools you use on a daily basis
Choosing a Mobile Device

• With so much variety, what do you look for in purchasing a new device?
  – 802.11 b/g/n support for access to Northwestern’s wireless network
  – Calendar syncing
  – App selection
  – Look and feel
  – Carrier compatibility: Most phones offered through Verizon aren’t compatible with AT&T and T-Mobile’s network (GSM v. CDMA networks)
Secure Your Mobile Device!

- As devices get smaller and more mobile, they become easier to lose.

- Phones contain personal data:
  - Carrier and account information
  - Contacts’ information
  - Passwords if you ever go to secure sites through your mobile browser

- Be careful with third-party apps.

- Smartphones are small computers and can get spyware and malware infections.
Mobile Services: WiFi

- Northwestern’s wireless network supports 802.11b/g/n connectivity
- There may be a huge variety of mobile devices, but the settings required to connect to wireless are consistent:
  - Network Name (SSID): Northwestern
  - Network Type: WPA2 Enterprise
  - Encryption Type: AES
  - Authentication: 802.1x
  - User Name: NetID
  - Password: NetID Password
  - EAP Type: PEAP
  - Inner Authentication Method: MSCHAP v2
  - Security Certificate: VeriSign Class 3 Secure Server CA – G2
Mobile Services: E-mail

- NUIT is in the process of performing a major upgrade to Northwestern’s e-mail servers
- New servers provide better support for use with mobile devices
- Using IMAP, you can use a mobile device to access your e-mail, but not remove it from the server, so you can access it later from WebMail or another e-mail client
- New system will support multiple sessions, so you can simultaneously access e-mail from your desktop, mobile device, and the Web
- [Quick Reference Guide](#) and [Training Video](#) available for the new service
Mobile Services: Northwestern Mobile

• Easy access to:
  – NU Directory
  – Maps
  – Campus news
  – Sports
  – Events
  – And more

• Available now for the iPhone via the App Store
• Coming soon to BlackBerry and Android devices
• Can also access features by going to mobile.northwestern.edu in your mobile browser
Mobile Services: IP-Based Services

- Voice over IP (VoIP) and Session Initiation Protocol (SIP) technology integrates your work phone with the rest of the NU network
- Allows you to easily establish conference calls
- Forward calls to your mobile device
- Many handset and service options to meet your needs
- Watch the recent NUIT Tech Talk on [VoIP](#) or visit the [Web site](#) for more details on service and ordering
Mobile Services: Conferencing

- **Conferencing**: has come a long way from meeting attendees all sitting together in one room
- **Webconferencing** (Web meeting)
  - Used for NUIT Tech Talks
  - Enables you to share PowerPoints, chat with the audience, conduct polls, and much more
- **Videoconferencing**
  - Enabled in several conference rooms around campus
  - Audio/visual intensive meeting
Mobile Services: Conferencing

- **Teleconferencing**
  - Traditional, audio-only phone bridge
- **Webcasting**
  - Streaming online presentation
- **Desktop Videoconferencing**
  - New service beginning in spring quarter
  - Blends videoconferencing and Webconferencing
  - More info to come in April
Mobile Services: VPN

- VPN allows you to appear as though you were on campus
- Securely access University services remotely
- Enables remote desktop connections from off campus
- Talk to departmental tech support for instructions on remote connectivity
- Visit the [VPN](#) page for more information and some setup tips
The NUIT Support Center is mobile too! Contact us with questions in any of the following ways:

Call: 847-491-HELP (1-4357)
E-mail: consultant@northwestern.edu
IM: www.it.northwestern.edu/supportcenter/livechat.html
Visit: www.it.northwestern.edu/supportcenter/index.html
Tweet: http://twitter.com/NU1HELP