Transcript: New Student Podcast: Where to Get Support at NU,
September 9, 2010

Hello Northwestern students. I’m Peter McGrain, a Northwestern University Information Technology student employee, bringing you another NUIT podcast. Today we’re going to talk about the many places and ways to receive help from NUIT. Whether you’re in Evanston, Chicago, Qatar, or Shanghai, we’re always just a phone call or e-mail away from providing you with computer and network support. Our main service contact is our phone number, which is 847-491-HELP, or 4357. We can solve a wide variety of issues over the phone, from e-mail and wireless setups to explaining how to activate your Northwestern NetID account. We even have a program that allows us to view and share your computer screen so that we can address complicated issues simply and easily. All it requires is a simple download from our site, and then we can view your screen and help you in mere minutes over the phone. If you do not require immediate assistance, you can also e-mail us at consultant@northwestern.edu detailing your problem, and we will respond back within one business day. We can solve most of the issues that we do over the phone in e-mail, but something like e-mail or wireless setup might go smoother if you call us.

For complicated issues like stubborn wireless issues or computers that become infected with viruses or malware, we offer the Laptop ER service. Students love this service because it provides convenient technical support at a popular campus location. Laptop ER is located at the NUIT Service Point on the ground floor of the Norris University Center across from the bookstore. From 1PM to 6 PM on Monday-Thursday and 1 to 4 PM on Friday, Saturday, and Sunday, two expert consultants will be there to rescue your computer from many issues. We can’t do any kind of hardware support, so if the hardware has been damaged, please contact your manufacturer.

Forgetting your password is a common issue that students ask us about. When you set up your NetID password, be sure to create good security questions that you can remember the answers to. This way, if you forget your password, you can reset it by answering these security questions. Or sometimes you forget who your favorite writer is or what your favorite food is, and you can’t remember the security questions. If that happens, you can bring a photo ID to our office at 1800 Sherman Ave. in Evanston, the NUIT Service Point in Norris, or the NetID Support Kiosk in Abbott Hall in Chicago. From there we can help reset your password.

That wraps up the many ways we can assist you when you get back to campus. Make sure to follow our Twitter at www.twitter.com/nu1help for updates and information delivered right to your news feed.
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