GET Connected @ Northwestern University

A faculty and staff member’s guide to computers, email, networking, and technology on campus.
Get to Know NUIT

Northwestern University Information Technology (NUIT) is here to help with the many technology resources at Northwestern University (NU).

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

Bookmark the NUIT website, your one-stop technology resource, at www.it.northwestern.edu. You can also find quick links to get started with technology at NU at www.it.northwestern.edu/staff/getstarted.html.

Where can I go for technical support?

- The NUIT Support Center is open to all faculty, staff, and students. Call 847-491-4357 (1-HELP), chat with a Support Center consultant online, or email consultant@northwestern.edu for help.
- To support IT@NU, select schools and departments have dedicated support. Visit www.it.northwestern.edu/dss/ for information.

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

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

- University email, calendaring, and voice mail
- Human resources information (FASIS)
- Kronos Time Entry 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!** Never share your NetID password with anyone including supervisors, coworkers, family, or friends. **Do not respond to any unsolicited emails or requests for your password.**

**What if I forget my NetID or NetID password?**

If you forget your NetID, call the NUIT Support Center at **847-491-4357 (1-HELP)**. They will confirm your identity and remind you of your NetID.

If you forget your NetID password...

1. Choose “Change Current NetID Password” at [www.it.northwestern.edu/netid/](http://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 passwords can also be reset by bringing your WildCARD or other photo ID to the NUIT Support Center or NUIT Service Point in Evanston or the NUIT NetID Support Kiosk in Chicago.

Learn more about resetting your password at [www.it.northwestern.edu/netid/resetguidelines.html](http://www.it.northwestern.edu/netid/resetguidelines.html).
Essential Daily Tools

Email, calendar, instant messaging, phone service, and voice mail are the foundation of communication and collaboration at Northwestern.

The integrated suite known as Collaboration Services lets you connect calendars with email to manage meetings, receive voice mail via email or IM, access email and calendars from a mobile device, and so much more. Find information about Collaboration Services at www.it.northwestern.edu/collaborate/.

Email — You’ll receive an @northwestern.edu email account when you activate your NetID. Step-by-step setup instructions are available at www.it.northwestern.edu/collaborate/how-to/e-mail.html.

You can also use NU’s Outlook Web App (OWA) to read your email, manage your calendar, access voicemail, or set vacation messages from anywhere at https://collaborate.northwestern.edu/.

Calendar — Your calendar allows you to propose meetings, share calendars, and manage resources such as conference rooms. Find links to set up your calendar at www.it.northwestern.edu/collaborate/how-to/calendar.html.
**Instant Messaging** — NUIT provides Microsoft Lync for instant messaging, audio chat, online meetings, and more. Lync integrates seamlessly with email, calendaring, and voice mail services. To install Lync, learn how to get started, and find support tools, visit [www.it.northwestern.edu/collaborate/lync/](http://www.it.northwestern.edu/collaborate/lync/).

**Telephone Service** — NUIT is transitioning the University from standard telephone devices and services to IP-based phone service with enhanced features and functionality like web access to manage your call routing settings and address book.

Depending on your area’s transition status, you may have standard or IP-based service. Information about both services, including transition schedules, how to order new service, and quick reference guides for handsets, is at [www.it.northwestern.edu/telephone/](http://www.it.northwestern.edu/telephone/).

**Voice Mail** — Listen to your messages from on or off campus, set extended absence greetings, and more with Unified Messaging. Get Started guides and FAQs are available at [www.it.northwestern.edu/collaborate/unified-messaging/](http://www.it.northwestern.edu/collaborate/unified-messaging/).
Software

NUIT offers many software titles to faculty and staff for work and personal use, often at a significant discount from retail prices. Titles include Microsoft Office Suite, Adobe Creative Cloud, and Symantec Endpoint Protection to keep your work or personal computer free of viruses and malware. Find more titles at www.it.northwestern.edu/software/.

File Storage

Each school and department at the University offers a variety of file storage options that may include departmental file servers, SharePoint tools, or additional options. More information about these services is available at www.it.northwestern.edu/file-sharing/.

Backing up important data securely is also essential. Be sure to talk with your local IT support or contact NUIT to learn about options for your computer and other devices.
Conferencing

Increase the effectiveness of meetings, save time and space by utilizing one of the many conferencing options. For additional information, visit Conferencing Services at www.it.northwestern.edu/conferencing/.

**Audioconferencing** — Meetings with participants on or off campus can be achieved by using Microsoft Lync, a personal 800 number, an IP-based telephone, or a standard telephone.

**Desktop Videoconferencing** — A web-based service 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.

**Room-based Videoconferencing** — High-quality interactive video and audio can be used for training, seminars, instruction, and more.
Where can I find wireless access on campus?
Almost anywhere. View a complete list of locations at [www.it.northwestern.edu/oncampus/wireless/locations.html](http://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/](http://www.it.northwestern.edu/oncampus/wireless/).
Connecting Off Campus

How do I connect to the NU Network from off campus?

AWAY — Northwestern is an eduroam-enabled institution, so you can securely access the NU Network with your NetID credentials while visiting eduroam-participating institutions throughout the world.

Find out more at www.it.northwestern.edu/oncampus/eduroam/.

Many hotels, airports, libraries, and coffee shops also offer Internet access. For more information, visit www.it.northwestern.edu/offcampus/travel/.

HOME — Access the Internet using your personal Internet Service Provider, then connect to the VPN.

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 simple to set up for your computer, smartphone, or other device. Find configuration instructions at www.it.northwestern.edu/oncampus/vpn/.
Mobile Resources

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

What devices can I connect to NU’s mobile services? Smartphones, tablets, and laptops are the most common mobile devices used to connect to NU resources.

Which mobile services are available for my device? Email, calendar, voice mail, instant messaging, Northwestern’s mobile application suite, VPN, and wireless network access are all available to the NU community.

See which devices support these features and find links to setup instructions in the Mobile Device Comparison chart at www.it.northwestern.edu/hardware/devicematrix.html.
How can I connect my device 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/.

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

Educational resources like the University’s Course Management System, classroom clickers, and Smart Classrooms can help 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

**MediaSite** — Digitally capture, produce, manage, and deliver presentations
Log in to the CMS, find workshops, view tutorials, and read FAQs at [www.it.northwestern.edu/education/course-management/](http://www.it.northwestern.edu/education/course-management/).

**TIP:** Read the Faculty Teaching & Research Resources Brochure at [www.it.northwestern.edu/bin/docs/fac_resources.pdf](http://www.it.northwestern.edu/bin/docs/fac_resources.pdf) to learn about additional tools to enhance your teaching.

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

All Smart Classrooms are equipped with a computer to run Mac OS X or Windows. View more features of campus Smart Classrooms at [www.it.northwestern.edu/education/classrooms/](http://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 is at [www.it.northwestern.edu/srs/](http://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 centrally provided HPC cluster, 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

![Neuron Image](image)

**Are additional research resources available?**
Yes; to learn about the many tools available to assist your research, including networks, research data and storage services, research grant and consultations, and high performance computing services, visit [www.it.northwestern.edu/research/](http://www.it.northwestern.edu/research/).

You can download the **High Performance Research Computing Brochure** at [www.it.northwestern.edu/bin/docs/research_computing.pdf](http://www.it.northwestern.edu/bin/docs/research_computing.pdf).

More information on research resources is also available in the **Data Center Brochure** at [www.it.northwestern.edu/bin/docs/datacenter-brochure-2012.pdf](http://www.it.northwestern.edu/bin/docs/datacenter-brochure-2012.pdf).
NUIIT helps you protect your electronic information and digital devices by offering essential tools, resources, and support, but true security can only be achieved with your active involvement.

**You are the key to information security.**

Whatever your role at the University, Northwestern is your home. By protecting yourself, you protect your department, your school, your Northwestern.

Secure your information, your devices, and protect the NU Network with these tips. Find more details at [www.it.northwestern.edu/security/overview.html](http://www.it.northwestern.edu/security/overview.html).

**Protect Your Data**

Your NetID password protects information like your paycheck, banking information, home address, and email accounts, and provides access to many secure University resources. Make sure your password is long and strong, and **don’t share it with anyone**, even coworkers, managers, family, or friends.
**TIP:** Vigilance in protecting your passwords and accounts from scammers is especially important. Email scams often use trustworthy names and fake links to trick you into clicking and sharing personal information or to install malware on your computer. Learn how to spot and avoid these scams at [www.it.northwestern.edu/security/phishing/](http://www.it.northwestern.edu/security/phishing/).

**Protect Your Northwestern**
Learning to spot email scams and stop other damaging activity like malware goes a long way towards protecting the Northwestern Network.

Be sure you’re using current antivirus software; Northwestern provides Symantec Endpoint Protection at no cost for work and home use.

**Protect Your Devices**
Physical and electronic locks on computers, tablets, smartphones, cell phones, etc. keep devices and the information on them safe.

Set up secure passwords and number locks (required if you want to get University email on your mobile device)--they mean the difference between a stolen device and a stolen device plus passwords, email, credit card numbers, bank information, contacts, etc.
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, green technology, and more

**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

**Course Management System (CMS) Learning Forums** — Four different topic-focused, hands-on events for new and current CMS users to learn to build and maintain course sites

**Research Computing Series** — Focuses on topics that impact NU’s research environment such as high performance computing, visualization, collaboration, and research software
**Application Training** — In-person and self-led sessions from Human Resources cover many applications, including Collaboration Services tools and Adobe software at [www.northwestern.edu/hr/workplace-learning/computer-applications/](http://www.northwestern.edu/hr/workplace-learning/computer-applications/).

Find links to more event series, training sessions, and recordings of past presentations at [www.it.northwestern.edu/learning/](http://www.it.northwestern.edu/learning/).

Stay informed by following NUIT on the following services:

- **NUIT on YouTube**
  [www.youtube.com/nuitcommunications](http://www.youtube.com/nuitcommunications)

- **NUIT Information Security Podcasts**
  [www.it.northwestern.edu/security/podcast.html](http://www.it.northwestern.edu/security/podcast.html)

- **NUIT on Twitter**
  [http://twitter.com/NU1HELP](http://twitter.com/NU1HELP)
  [http://twitter.com/NU_NUIT](http://twitter.com/NU_NUIT)

- **NUIT on Facebook**
  [www.facebook.com/NU1HELP](http://www.facebook.com/NU1HELP)
  [www.facebook.com/NU.NUIT](http://www.facebook.com/NU.NUIT)
**Quick Links**

**NUIT** — Quickly access many NU technology resources specifically for faculty and staff

[www.it.northwestern.edu/staff/](http://www.it.northwestern.edu/staff/)

**University Policies** — Find and review University policies; policies are searchable by audience or category

[http://policies.northwestern.edu/](http://policies.northwestern.edu/)

**FASIS Self Service** — Manage your personal information, view your University paycheck, enroll or update your benefits, track vacation days, or sign up for training

[https://nupa.northwestern.edu/](https://nupa.northwestern.edu/)

**PlanIt Purple** — View a schedule of upcoming lectures, training sessions, athletic events, and more

[http://planitpurple.northwestern.edu](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/](http://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](http://directory.northwestern.edu)

**Wildcard Advantage Discounts** — Show your University ID and save at many area businesses

[www.univsvcs.northwestern.edu/WildCARDAdv/](http://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 such as antivirus is running
- Back up files to a secondary drive or secure online storage service
- Power down your computer at the end of the day

**WEEKLY**
- Automatically run full scans of your computer for viruses
- Empty the Recycle Bin, delete unused or duplicate files, email 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 that is long and strong
- 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 email scam attempts.

For a comprehensive checklist with details and links, visit [www.it.northwestern.edu/security/checklist.html](http://www.it.northwestern.edu/security/checklist.html).