GET Connected @ Northwestern University

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

This booklet contains some basic information about email, 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 email
✔ Connect to the NU Network on and off campus
✔ Learn safe computing habits

You can also visit Get Started - Six Steps to Connect at NU for quick links at www.it.northwestern.edu/students/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 website 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 847-491-4357 (1-HELP), 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 websites, 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 email account.

What if I forget my NetID or 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. 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 email services?

Once you’ve activated your @u.northwestern.edu account at [www.it.northwestern.edu/activate/](http://www.it.northwestern.edu/activate/), just log in at [http://u.northwestern.edu/](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/](http://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/](http://www.it.northwestern.edu/stucollab/) and [www.it.northwestern.edu/stucollab/faq.html](http://www.it.northwestern.edu/stucollab/faq.html).
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.univsvc.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 digital security tips 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?
Students living in University-owned residences can watch cable television in common areas and some additional public lounge areas on campus.

Personal entertainment is available through your computer in your room.

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](http://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](http://www.univsvcs.northwestern.edu/WildCARDAdv).

Landline Service
Request landline service by contacting University Housing at [housing@northwestern.edu](mailto: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](http://www.it.northwestern.edu/rts/teleqr.html).
Connecting Around Campus

Where can I find wireless access on campus?
Pretty much everywhere. There are 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/services/technology-resources-services.

- 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.

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 and Tablets
Visit [http://mobile.northwestern.edu/](http://mobile.northwestern.edu/) on any web-enabled mobile device.

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

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

NUIT News RSS Feed
[www.it.northwestern.edu/nuitfeed.xml](http://www.it.northwestern.edu/nuitfeed.xml)

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)

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/](http://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 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/](http://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 websites also puts your computer at a high risk for catching a virus. To learn more, visit [www.it.northwestern.edu/security/illegaldownloading/](http://www.it.northwestern.edu/security/illegaldownloading/) and [www.it.northwestern.edu/security/nubayu/](http://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.
Get a Digital Security Reality Check
Secure your information, your computer, and protect the NU Network with these tips. Find more details at www.it.northwestern.edu/security/reality-check/.

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 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/security/reality-check/secure-passwords.html.

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, plus instructions on how to use them, are at www.it.northwestern.edu/software/sav/.
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/security/reality-check/software-updates.

Don’t Get Phished
Phishing scams often use trustworthy names and fake links to trick you into clicking and sharing your personal information, or to install malware on your computer. Learn how to spot and avoid these scams and view recent phishing attempts that have been reported to NUIT at www.it.northwestern.edu/security/phishing/.

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.
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 email, 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/security/reality-check/secure-passwords.html](http://www.it.northwestern.edu/security/reality-check/secure-passwords.html).
- Access Northwestern email 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 for the best network connection in your room.
- 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/software/sav/](http://www.it.northwestern.edu/software/sav/).
- 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 NUIT?

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/](http://www.it.northwestern.edu/about/student-jobs/).

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