ITS Welcomes You!

Information Technology Services (ITS) supports your technology needs while you are at Northeastern. ITS has a variety of services such as printing, internet access, software access, and computer repairs. Visit the ITS website at northeastern.edu/its to explore everything available to students.

What We Do

- **Internet**
  - NUwave (Wifi for phones, laptops, etc.)
  - NURes-device (Wifi for smart TVs, smart home devices, game consoles, etc.)
  - ResNet (Ethernet for computers, game consoles, smart TVs, etc.)
- **HuskyCable HDplus Support**
  - Husky Cable HD
  - XFINITY On Campus™
- **Personal Computer Repair**
  - Free hardware & software diagnostics
  - Software installation
  - Windows & Mac installations/reformats
  - Apple & Dell warranty hardware work
  - Virus & spyware removal
- **Printing**
- **Other Support**
  - Account Issues
  - Loaner laptops
  - Laptop recommendations

ResNet Resource Center
resnet@northeastern.edu  617-373-7967

The ResNet Resource Center is located next to ResMail on the ground floor of Speare Hall.
Provides:
- Network configuration/troubleshooting
- Computer repair & diagnostics
- NURes-device registration
- HuskyCable support
- Walk-in support

Visit the ResNet Resource Center website for hours, locations and other services.
Learn more at its.northeastern.edu/resnet

ITS Help & Information Desk
help@northeastern.edu  617-373-4357

The Help & Information Desk is located on the first floor of Snell Library near the InfoCommons.
Provides:
- Account issue support
- Software access
- Printing services
- Loaner laptops
- Walk-in support

Visit the Information Technology Services website for hours, locations and other services.
Learn more at its.northeastern.edu
## Device Network Compatibility

<table>
<thead>
<tr>
<th>DEVICE NAME</th>
<th>NUwave SECURE WIRELESS NETWORK ENTIRE CAMPUS</th>
<th>ResNet SECURE WIRED NETWORK RESIDENCE HALLS</th>
<th>NUres-device LESS SECURE WIRELESS NETWORK RESIDENCE HALLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac Computer</td>
<td>✓</td>
<td>✓ May require adapter</td>
<td>x</td>
</tr>
<tr>
<td>Windows Computer</td>
<td>✓</td>
<td>✓ May require adapter</td>
<td>x</td>
</tr>
<tr>
<td>Linux Computer</td>
<td>★ Limited compatibility</td>
<td>✓ May require adapter</td>
<td>x</td>
</tr>
<tr>
<td>Amazon Echo</td>
<td>x</td>
<td>x</td>
<td>★ No Smart Home Functions</td>
</tr>
<tr>
<td>Amazon Fire TV</td>
<td>x</td>
<td>✓ May require adapter</td>
<td></td>
</tr>
<tr>
<td>Amazon Fire TV Stick</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Amazon Kindle</td>
<td>✓ Most models</td>
<td>x</td>
<td>★ Limited compatibility</td>
</tr>
<tr>
<td>Android Phone</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Apple iPad</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Apple iPhone</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Apple HomePod</td>
<td>x</td>
<td>x</td>
<td>★ No Smart Home Functions</td>
</tr>
<tr>
<td>Apple TV</td>
<td>x</td>
<td>✓</td>
<td>★ Limited compatibility</td>
</tr>
<tr>
<td>Google ChromeBook</td>
<td>✓ Most models</td>
<td>x</td>
<td>★ Limited compatibility</td>
</tr>
<tr>
<td>Google Home</td>
<td>x</td>
<td>x</td>
<td>★ No Smart Home Functions</td>
</tr>
<tr>
<td>Nintendo 3DS/2DS</td>
<td>x</td>
<td>x</td>
<td>★ Some Multiplayer Issues</td>
</tr>
<tr>
<td>Nintendo Switch</td>
<td>x</td>
<td>✓ Requires adapter</td>
<td>★ Multiplayer Issues</td>
</tr>
<tr>
<td>Nintendo Wii</td>
<td>x</td>
<td>✓ Requires adapter</td>
<td>x</td>
</tr>
<tr>
<td>Nintendo Wii U</td>
<td>x</td>
<td>✓</td>
<td>★ Multiplayer Issues</td>
</tr>
<tr>
<td>Raspberry Pi</td>
<td>✓ May require adapter</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Roku</td>
<td>x</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Roku Stick</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Smart TV</td>
<td>x</td>
<td>✓ Most models</td>
<td>✓ Most models</td>
</tr>
<tr>
<td>Sony PS3</td>
<td>x</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Sony PS4</td>
<td>x</td>
<td>✓</td>
<td>★ No In-Home Streaming</td>
</tr>
<tr>
<td>Sony PSP &amp; PS Vita</td>
<td>x</td>
<td>x</td>
<td>★ Limited compatibility</td>
</tr>
<tr>
<td>Tablets</td>
<td>✓ Most models</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Xbox One</td>
<td>x</td>
<td>✓</td>
<td>★ No In-Home Streaming</td>
</tr>
<tr>
<td>Xbox 360</td>
<td>x</td>
<td>✓</td>
<td>★ No In-Home Streaming</td>
</tr>
</tbody>
</table>

### Not Compatible With Any Campus Networks

- Google ChromeCast
- Steam Link
- Philips Hue / Smart Bulbs
- Sonos Wireless Speaker
- Network Printers

The networks at Northeastern University are designed to be as compatible as possible with the wide variety of devices. Due to the security requirements of managing an enterprise network, certain network applications that require open and unrestricted access to network ports, such as gaming, may not work properly on any of the networks listed below. Additionally, all devices to be used on ResNet and NUres-device must be registered by the ResNet Resource Center in order to connect.

**Note:** NU Housing & ResLife does not allow the use of smart plugs and smart light bulbs in residence halls.

Please email resnet@northeastern.edu with any questions about specific device compatibility or additional devices not listed above.

- X : device is not supported on that network     | ✓ : device is supported on that network     | ★ : potential issues with the device on the network

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Networks

All university-owned residence halls have the following networks:

- **NUwave** is the secure wireless network provided in all residential, academic, and administrative buildings.
- **NURes-device** is the less secure wireless network in residence halls for devices that cannot connect to NUwave.
- **ResNet** is the high-bandwidth, high-speed wired network in residence halls.

Computers, Smartphones, Tablets (Wireless)

1. In your settings, under the Wi-Fi menu, select “NUwave”
2. When prompted for your credentials, use your myNortheastern username and password to connect
3. You may need to accept the wireless.northeastern.edu certificate. NUwave only supports WPA2-Enterprise wireless security.

Learn more at its.northeastern.edu/services/networks/nuwave

Game Consoles, Smart TVs, Smart Home Devices (Wireless)

To register your device(s) for use on the NURes-device network, send an email request to resnet@northeastern.edu and include the following:

- Your name
- HuskyMail address
- Building/Room/Phone #
- Type of Device to Be Registered
- Wireless MAC address/Photo or screenshot of the device’s wireless MAC address

**Note:** Phones and laptop **cannot** connect to NURes-device. The NUres-device network is for devices that cannot connect to NUWave.

Learn more at its.northeastern.edu/services/networks/nures-device/

Computers, Game Consoles, Smart TVs (Wired)

To register your device(s) for use on the ResNet network, you can go to the ResNet Registration Student Portal to add and manage your devices:

1. Connect device to Ethernet port.
2. Open any web browser. Go to: registerresnet.neu.edu
3. Login with your myNortheastern credentials
4. To register the device you are currently using, click “Register this device for ResNet service.”

**Note:** We can also register your device for you if you email resnet@northeastern.edu. See Wireless devices box (box to the left) for more info.

Learn more at its.northeastern.edu/services/networks/resnet/

Important Notice: Do **NOT** setup personal routers. All personally-owned wireless routers and wireless access points are banned in Northeastern-owned buildings, as it is in violation of the Appropriate Use Policy. Failure to comply may result in loss of network use and/or referral to the Office of Student Conduct and Conflict Resolution (OSCCR).

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**HuskyCable HDplus**

- **HuskyCable HD** is the University’s cable television service which offers more than 60 broadcast and premium channels in HD. This service is available in all university-owned residence halls. Husky cable requires a TV with a QAM digital tuner and a coaxial cable. Run a channel scan on your connected compatible TV to start watching.

- **Internet Protocol Television (IPTV) - XFINITY On Campus™** offers online access to live streaming TV and on-demand shows and movies at xfinityoncampus.com. This service is only available to students actively living in university-owned residence halls.

Learn more at its.northeastern.edu/services/huskcablehdplus/
Software Downloads

How to install Symantec Antivirus

1. Uninstall any other antivirus software on your computer
2. Go to my.northeastern.edu
3. Click “Services & Links” at the top of the page
4. Search for and select “Software Downloads”
5. Select the version of Symantec Antivirus for your operating system (Mac or Windows)
6. Read and accept the license agreement
7. Select the correct version for your computer (32-bit or 64-bit. Most computers are 64-bit)
8. Read the installation notes and click “download”
9. Install the program, then restart your computer

How to install Microsoft Office 365

1. Go to my.northeastern.edu
2. Click “Services & Links” at the top of the page
3. Search for and select “Access Office365 Pro Plus”
4. If prompted, sign in with your Microsoft account:
   a. username@northeastern.edu
   b. myNortheastern password
   c. NOT @husky.neu.edu
5. At the top right of the page, select “Install Office Apps,” then choose “Office 2016”
6. Wait for Office to download and install
7. Open an Office program
8. Click on “File”, “Account”, then select “Activate Office”
9. Sign in with your Microsoft account
10. This may have to be repeated once for each of the Office programs.

How to install the Virtual Print Client

1. Uninstall any previous version of the print client
2. Go to my.northeastern.edu
3. Click “Services & Links” at the top of the page
4. Search for and select “Software Downloads”
5. Select the version of the print client for your operating system (Mac or Windows)
6. Read and accept the license agreement
7. Read the installation notes and click “download”
8. Install the program

How to use the Virtual Print Client

1. After installing, there should be new printer options when you try to print a document
2. Select the correct print type for the document
3. Hit print
4. On the pop-up window, enter your myNortheastern username and a title
5. Go to the selected printed type (Black & White, Color, etc.)
6. Swipe your husky card and select the document that you would like to print.

Contact Us

ResNet Resource Center:
Monday-Thursday: 8:30 a.m. - 7 p.m.
Friday: 8:30 a.m. - 5 p.m.
Phone: 617-373-7967
Email: resnet@northeastern.edu

Info Commons Help Desk:
Monday-Friday: 7:30 a.m. - 8 p.m
Saturday: 8 a.m. - 4 p.m.
Sunday: 3 p.m. - 11 p.m.
Phone: 617-373-4357
Email: help@northeastern.edu