

WIFI 4 U@NSU



WiFi configuration website

For NSU WiFi configuration
Please visit - <http://www.nsu.edu/wifi>

Phone: 757-823-8678

Faculty and Staff must deliver their laptops
or media device to client services for WiFi
configuration.

Marie V. McDemmond Center for Applied
Research, Room 103C
Norfolk, VA 23504

Before laptops can be configured the following
requirements must be met:

- Must have current Microsoft
Operating System Updates
- Active Antivirus Software
- Active Anti Spyware Software
(recommended)

Wireless Access

NSU deploys a robust and secure wireless
network, with speeds of up to 300mbps
supporting 802.11b/g/n devices. There are
hotspots in every building with an ever growing
number of buildings with complete coverage.
Please view [coverage map](#) to see where wireless
is available.

[http://www.nsu.edu/wifi/documents/NSU
WirelessCoverageMap.pdf](http://www.nsu.edu/wifi/documents/NSUWirelessCoverageMap.pdf)

OIT CLIENT SERVICES Staff

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Client Technical Support Service

Client Services IT Specialist

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This Brochure is published by the Office
of Information Technology with
assistance from the Technology Advisory
Group (TAG) and the Technology
Systems Support Team (TSST)



Office of Information Technology

CLIENT SERVICES



**Norfolk State
University**
700 Park Ave.
Norfolk, VA 23504

Phone: 757-823-8678

OIT Client Services

The Office of Information Technology (OIT)

Client Services will assist faculty, staff, and currently enrolled students with NSU account access and resolve IT related issues and requests concerning on campus computer systems and equipment

Services include:

- Network logon & password resets
- Technical assistance
- Resolving computer technical issues
- E-mail accounts access
- PC and peripheral setups
- MyNSU access
- Laptop WIFI setups
- NSU laptop configuration
- General computer question



Contact Information

clientservices@nsu.edu
Phone: 823-8678
Fax: 823-8117

Campus Mail:
OIT, Attn: Client Services
Marie V. McDemmond Center for
Applied Research, Room 103C

Hours of Operation:

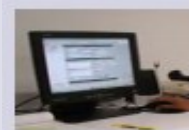
Monday-Friday
7:00 a.m. to 6:00 p.m.

After Hours phone support:
Monday – Friday daily
6:00 p.m. – 8:00 a.m.

24 hour phone support:
Saturday, Sunday, and Holidays

Reporting Problems

Please have the following information available when contacting the client services:



- Name and telephone extension
- Workstation Identification
- (check NSU# and serial number on CPU)
- Any error messages encountered
- Estimated time factor (when experiencing a response time problem) **Example:** How long does it freeze, or how long does it take to reboot the PC?
- Name of the system or software package with which you are experiencing problems
- Model number of failing device for hardware related problem

NOTE: Personal laptop or media device non NSU configuration, technical issues, any 3rd party Software and/or Applications, and peripherals are not supported by NSU Office of Information Technology.

To Access Webmail

The link for Webmail is on the NSU Homepage (top) <http://www.nsu.edu/webmail/>.

Faculty/Staff

- Click on 'Faculty/Staff Webmail Login
- User Name: Enter your user name in this space
- Password: Enter your network password

Students

- Click on "Outlook Live login" - Read the FAQs if you are logging into Outlook Live for the first time.
- If you are a first time user, you will need to set up your profile. (read the FAQs).

Contact Email: clientservices@nsu.edu
Phone: (757) 823-8678.

Students Experiencing Problems

If you should experience any problems logging into your account, please visit one of the OIT managed computer laboratories in the University Library, Brown Memorial Hall, and the Woods Science Building for assistance. Be prepared to show either your University identification card or other form of picture identification in order to receive assistance in accessing your account.

If you have questions, please contact the Client Services at 823-8678 or send an email to clientservices@nsu.edu.

Faculty and Staff New Account

To request a new account download the Resource Authorization Request Form and the related Information Security Access Agreement Form under OIT Forms

<http://www.nsu.edu/forms/#oit>.

Complete the online Security Awareness Training at <https://www.nsu.edu/securityawareness/newusers> and forward certificate and the completed forms to Human Resources.