WiFi configuration website

For NSU WiFi configuration please visit - http://www.nsu.edu/OIT/wifi

Phone: 757-823-8678

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

Nursing and General Education Building Room 105
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.

Wifi Coverage Map

Student Network Access:

Student Network
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:

- Faculty/Staff New Account
- MyNSU access
- Network login & password resets
- Technical assistance
- Resolving computer technical issues
- E-mail accounts access
- PC and peripheral setups
- Laptop WIFI setups
- NSU laptop configuration
- Network connectivity
- Software installation/updates
- Wi-Fi configuration/connectivity
- General computer question

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

Campus Mail:
OIT, Attn: Client Services
Nursing and General Education Building Room 105

Hours of Operation:
Monday-Friday
8:00 a.m. to 5:00 p.m.
After Hours phone support:
Monday – Friday daily
5:00 p.m. – 8:00 a.m.
24 hour phone support:
Saturday, Sunday, and Holidays

Students Experiencing Problems

If you should experience any problems logging in to your account, please visit one of the OIT managed computer laboratories in the University Library, Nursing and General Education, 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.

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 https://www.nsu.edu/OIT/forms

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

The OIT Knowledge Base:
Visit: OIT Knowledge Base

Open A Support Ticket:
Visit: https://clientservices.nsu.edu

Note: NSU OIT Client Services members will not perform repairs or upgrades on Personally-owned PC, Laptop, and Mobile Devices. Our assistance is limited to configuring the PC or mobile devices to the NSU wireless network. No program, virus software, or device can prevent all viruses, Trojans, bots, etc. as where the software corruption on your personal computer may be beyond our preview to correct. In this case please refer to your manufacturer's technical support or another third party for additional repair or assistance. If you are experiencing problems with your personal computer, laptop, and mobile device you should contact the retailer of the computer as soon as possible.

To Access Email and MyNSU

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

Faculty/Staff

- Click on Log: webmail.nsu.edu
- Username: Enter your NSU username
- Password: Enter your network password

Students

- Log: MyNSU or http://mail.office365.com/
- For general help and information regarding your e-mail account please visit: