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

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

Revised: 26-Nov-18
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.

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.

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-owners 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: http://help.outlook.com.