WiFi configuration website
For NSU WiFi configuration please visit - http://www.nsu.edu/its/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

ITS CLIENT SERVICES Staff

Robin Price, ITS Manager
Client Technical Support Service

Client Services ITS Specialist
Portia M. Dinger
Errick J. Jennings

PC Tech Support ITS Specialist
Larry B. Williams
Thomas O. Aladi

Computer Lab Tech ITS Specialist
James A. Carter, Jr.
Reginald A. Sands

Nursing and General Education Building Room 105
Norfolk, VA 23504
Phone: 757-823-8678
Fax: 757-823-8117
E-mail: clientservices@nsu.edu

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

The Information Technology Services (ITS)
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:
ITS, 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

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 Information Technology Services. 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 ITS 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 ITS Forms
https://www.nsu.edu/its/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 ITS Knowledge Base:
Visit: ITS Knowledge Base

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

Note: NSU ITS 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: