Information Technology Services

617.373.4357 (xHELP)
help@northeastern.edu
ITS Website (http://www.northeastern.edu/its)

Information Technology Services (ITS) is the centralized technology resource for students, faculty, and staff. ITS provides secure, high-speed internet access through the on-campus networks NUnet and ResNet; wireless internet connectivity through NUwave; centralized computer labs—the InfoCommons and the Digital Media Commons (DMC)—with the latest software; on-site and remote printing; access to the Blackboard learning management system; a vast array of software applications for Windows and Mac; access to myNEU, Northeastern’s online portal; on-site and online training on popular software; and high-performance research computing.

ITS Service Desk
ITS Service Desk, Snell Library
617.373.4357 xHELP
help@northeastern.edu

The ITS Service Desk provides phone-based technology support services to students, faculty, and staff. The staff also offers support for ITS-managed printers and answers general computing questions. Contact the ITS Service Desk for the following services:

• Troubleshooting Northeastern University—provided accounts and applications, including email
• Investigating wired and wireless network connection problems
• Troubleshooting network printer problems
• Assisting with myNEU and Blackboard questions

ITS Help and Information Desk, Snell Library
617.373.4357 xHELP
help@northeastern.edu

The ITS Help and Information Desk is located on the first floor of Snell Library near the InfoCommons. Visit the ITS Help and Information Desk for the following services:

• Assistance on computer-related issues to students, faculty, and staff with a valid Northeastern ID

• Print jobs can be directly sent to the appropriate printer queue from any ITS computer labs or from your own computer by using the Virtual Print Client software available from Software Downloads on myNEU (https://myneu.neu.edu) to print remotely. When you locate a printer associated with the appropriate printing queue, simply swipe your HuskyCard, select your print job, and it will print. For more information visit the ITS website (https://www.northeastern.edu/its/services/printing-plan).

Appropriate Use Policy
The information systems of Northeastern University are intended for the use of authorized members of the community in the conduct of their academic and administrative work. The Appropriate Use Policy (AUP) describes the terms and conditions of Northeastern information systems use. For more information, visit the Appropriate Use Policy webpage (http://www.northeastern.edu/aup).

Training Services
ITS training provides the following instructor-led and web-based courses free of charge to all members of the Northeastern community:

• Instructor-led training: this includes classes such as Tools for Creating Online Content and Interactions, Introduction to Online Photo Editors, Blackboard, and other software that ITS and Academic Technology Services (ATS) support. Instructor-led training generally occurs in a library computer lab to enable a hands-on approach to learning software with a facilitator who can respond to participant interests.

• Web-based training: ITS training offers computer training over the internet, including Mac tutorials, MS Office tutorials, some application-specific training provided by the application vendors, and via Lynda.com, which offers 24/7 access to an extraordinary breadth of training modules. Web-based training is an innovative, self-paced learning method that allows students, faculty, and staff to train...
anytime or anywhere, using a computer with an internet connection or any mobile device.

To browse the list of courses or to register for a class, visit the training section of the ITS (https://www.northeastern.edu/its) or the Learn@ATS section of the ATS (http://www.ats.neu.edu/learnats) website.

**Academic Technology Services (ATS)**

212 Snell Library  
ats@northeastern.edu  
ATS Website (http://www.ats.neu.edu)

For graduate students performing teaching assistant/graduate assistant work, Academic Technology Services (ATS) is a resource for choosing and implementing technological solutions for a wide range of classroom goals. Whether creating online classes or incorporating flipped classroom techniques into on-ground classes, ATS offers consultation and support for implementation. Additionally, ATS manages the Discovery Lab, located on the first floor of Snell Library, which is a space for showcasing ideas and innovations at Northeastern. The Discovery Lab is an area to host both events and exhibitions.