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.
- Support for ITS-managed computer labs.
- Access to equipment available for loan including AV equipment, and laptop computers and adapters.

**myNEU**

myNEU Website (http://myneu.neu.edu)

Your myNEU username and password provide access to key university platforms, from the myNEU portal to other university systems, including wireless network access, printing, and email. Undergraduates get an account when they are accepted and Graduate students claim their account when they become active students.

myNEU—the online portal for the Northeastern community—is a central resource for students, faculty, and staff. The myNEU portal offers services tailored to your role at Northeastern for all academic, personal, and recreational needs. Resources available for students include links to student email, information channels, financial aid, Blackboard and online course registration. NU Alert, our real-time university emergency notification system, utilizes the contact information provided within myNEU. It is your responsibility to maintain accurate personal and emergency contact information.

**ResNet Resource Center**

Speare Commons  
617.373.4357 (xHELP)  
resnet@northeastern.edu

ResNet Website (http://www.northeastern.edu/resnet)

ResNet—a service of Information Technology and Services—provides internet access to all students living in Northeastern residence halls. The ResNet Resource Center, located in Speare Commons, provides students with support for the HuskyCable HDplus service, mobile devices, gaming systems and other devices, student email, computer troubleshooting, and repair services for Apple and Dell computers.

**Printing**

The Northeastern Printing Program provides a limited amount of free printing each year to students, faculty, and staff. Each September, as an active member of the community, you are given a credit of $120 on your HuskyCard to use at your discretion at any of the ITS-managed printers located across the main Boston campus as well as the Boston Financial District campus, Charlotte campus, and Seattle campus. Print credits do not carry over from one academic year to the next.

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 web page (http://www.northeastern.edu/aup).

**Training Services**

Information Technology Services 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 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.