# Table of Contents

- **Getting Started - *Read This First*** ........................................ 2
- Registering for ResNet Access ..................................................... 3
- Registration Troubleshooting ......................................................... 4
- ResNet Frequently Asked Questions ........................................... 6
- About HuskyCable Television ....................................................... 8
- HuskyCable Frequently Asked Questions ..................................... 10
- Printing and Additional Information ............................................. 12
Getting Started

ResNet

To gain access to the Internet, you must register your computer on ResNet. To do this, you will need the following materials:

- An Ethernet card installed on your PC
- An Ethernet cable (Cat 5e or 6) no longer than 25 feet long is recommended, but not required. A cable shorter than 25 feet may not be long enough; a longer cable could make the ResNet connection slower.
- A web browser*
- Your activated myNEU account (If you have not activated your myNEU account, visit myneu.neu.edu to do so. Details on page 6).

ResNet Supported Operating Systems

ResNet fully supports Windows XP/Vista/7/8 OR Mac OS X 10.5+. All other operating systems are supported on a case by case basis.

Recommended hardware specifications are available on the ResNet website: northeastern.edu/resnet. We make every effort to assist customers with hardware that does not meet recommended specifications, but if your machine does not meet our recommended specifications, we cannot guarantee ResNet connectivity.

*ResNet Supported Browsers

We strongly recommend that you use the most up-to-date version of one of the following browsers: Internet Explorer, Safari, Firefox, or Chrome.

NOTE: To register devices without a browser (most gaming devices and TiVo units) you can submit a photo of the device’s MAC address by clicking the Register Browserless Device via Photo Upload button on the ResNet Registration page. Directions are on the following page.

If you do not have antivirus software on your computer or if you have antivirus software that has not been updated, do not plug your computer’s Ethernet cable into the data jack in your room. Visit the ResNet Resource Center in Speare Commons to obtain a free copy of Symantec Endpoint Protection before attempting to register for ResNet.

After verifying that you have an up-to-date antivirus software running on your machine, refer to the ResNet registration instructions on the next page. Operating system specific troubleshooting is on pages 4-5. If you do not register your machine with ResNet, you will not be able to access the network.

NOTE: ResNet requires the use of an Ethernet card and cable. Personal wireless access points or routers are permitted in all university-owned residence halls except International Village, where NUwave, a secure wireless network, is available. Additionally, NUwave is available in residence hall common areas and all academic and administrative buildings on campus. For more information visit northeastern.edu/resnet/wireless.

HuskyCable TV

HuskyCable, Northeastern University’s own cable TV service, is available to all students living in university-owned housing and the YMCA. HuskyCable offers over 80 broadcast and premium channels (including seven HBO channels) in residence hall rooms without a monthly cable bill or the hassle of a cable box. There’s no need to sign up or register for HuskyCable service. To watch HuskyCable on your TV in your residence hall room you will need:

- A coaxial TV cable (Available at the Northeastern Bookstore and most major electronic retailers)
- Your TV’s manual (You can download this from the manufacturer’s website if you don’t have it on hand)
- Your TV’s remote

If an additional port is not available, you can purchase a splitter so that you and your roommate can watch cable on two different televisions. Splitters are available at the Northeastern Bookstore and most electronics retailers.
Registering for ResNet Access

**STEP 1**

Plug one end of your Ethernet cable (Cat 5e or 6) into the wall and the other into your computer. Turn off your wireless connection, then open the web browser of your choice. If you are not automatically redirected to the ResNet Registration Welcome Page, enter the following URL:

http://registerresnet.neu.edu

**STEP 2**

Enter your myNEU username and password in the spaces provided, and click Submit. The ResNet Registration Student Portal will appear. From here, you can register new devices (with an internet browser), re-register past devices (e.g. game consoles), devices without an Internet browser, and unregister old ones (if, for example, you sell the device). To continue, click the “Register this device for ResNet Service” button.

**NOTE:** You can also use this website to get a list of your currently registered devices, upload new devices, re-register previously registered devices, and remove devices from ResNet Registration.

**STEP 3**

At the Device Registration screen, enter your on-campus (mobile or residence hall) phone number into the space provided, with no dashes or spaces. Read the Appropriate Use Policy (AUP). **You must agree to abide by the AUP to access ResNet.** Accept the AUP by clicking **YES, I agree.** Devices with a browser must also read the AUP addendum regarding personal wireless equipment, check the box for “I have read the Appropriate Use Policy and I am now ready to register my device for ResNet,” and select “Register this device.”

**STEP 4**

Clear your web browser’s cache, then turn off your computer (see the next section entitled “Registration Troubleshooting” for instructions). Wait five minutes, then turn it back on and attempt to access the Internet. If you still cannot access any off-campus web pages or Internet services, call 617.373.4357 (xHELP) for assistance.

For browserless devices: On the photo upload screen, select ‘Browse/Choose File.’ Search to find the photo of your device’s MAC address, then select it. Indicate the type of device you are registering in the box as requested. Select the ‘submit’ button to upload. A confirmation page then indicates you have successfully registered your device. If you are unsuccessful, bring your device to the Resnet Resource Center for assistance.

Information Technology Services Help Line 617.373.4357 (xHELP) | 3
Registration Troubleshooting - PC

Clearing the Cache

Internet Explorer
In the upper-right corner of the window, click the Tools menu (the gear shaped icon). Once there, click on the menu item labeled “Internet options” (A). On the General tab of the dialog box that opens up, in the Browsing History Section, click “Delete” (B). Make sure all options are checked, then click “Delete” (C). Close all browser windows.

Firefox
In the upper-left corner of the window, click the Firefox menu and hover over the “History” button until it opens. Click the item menu labeled “Clear Recent History...” (D). Change the “Time range to clear” drop-down to read “Everything” and make sure that at least the “Cache” option is checked (E). Click “Clear Now,” and close all browser windows.

Chrome
In the upper-right hand corner of the window, click the Chrome menu (F), then click the “History” (Ctrl + H) menu item (F). Click the button labeled “Clear browsing data...” (G). Make sure the drop-down selection is from: “the beginning of time,” check the box “Empty the cache” and then click “Clear browsing data” (H). Close all browser windows.
Registration Troubleshooting - Mac

Clearing the Cache

**Safari**
In the menu bar, click the Safari menu. Click the menu item labeled “Preferences...” (A) and select “Advanced” tab then check the box “Show Develop menu in menu bar” (B). In the menu bar, click the Develop menu, and then choose “Empty Caches” (C) Close any browser windows and quit the browser by pressing Cmd + Q (⌘+Q).

**Firefox**
In the menu bar, click the History menu, then click “Clear Recent History” (D). Change the “Time range to clear” drop-down to read “Everything” (E) Click “Clear Now” when that is finished, close all browser windows, and press Cmd + Q (⌘+Q) to quit the browser.

**Chrome**
In the menu bar, click the Chrome menu, and then click Preferences. Select the “History” tab on the left (F). Click the button labeled “Clear browsing data...” on the right (G). Make sure the drop-down selection is from: “the beginning of time,” check the box “Empty the cache” and then select “Clear browsing data” again (H). Close any browser windows and quit the browser by pressing Cmd + Q (⌘+Q).
ResNet Frequently Asked Questions

I typed in my myNEU account information to register, but the computer says that my myNEU account is not valid. What can I do?
You need to activate your myNEU account before you can register. Use a friend’s computer or the computers in the InfoCommons on the first floor of Snell Library to visit myneu.neu.edu and activate your myNEU username and password. If, after activation, you are still unable to register for ResNet, call 617.373.4357 (xHELP) or visit the ResNet Resource Center in Speare Commons for assistance.

I registered my computer for ResNet, but I still can’t access the Internet. What should I do?
If you have successfully registered your computer, shut down, and restarted, and you still cannot access the Internet, do not register again. You will receive a 1001 error. Follow the instructions in this booklet to clear your browser’s cache and try again. If you still can’t access the Internet, call the ITS Help Line at 617.373.4357 (xHELP) or bring your computer to the ResNet Resource Center in Speare Commons for assistance.

I can’t find the Ethernet port in my room. What should I do?
Every person in your room should have their own Ethernet port. Make sure to check everywhere for the port, especially behind furniture; sometimes they can even be found in closets. If you still can’t find the port, call the ITS Help Line at 617.373.4357 (xHELP) or visit the ResNet Resource Center in Speare Commons for assistance.

Can I put a wireless access point or router in my room for wireless access?
Personal wireless access points and routers are permitted in all university-owned residence halls EXCEPT International Village, which provides secure NUwave wireless access to all student rooms. It is important to remember that personal wireless equipment set up and trouble shooting is the responsibility of its owner, although ResNet staff may be able to assist. Further, the registered owner of such equipment assumes all responsibility for the consequences of network traffic originating from their equipment. For more information, go to northeastern.edu/resnet/wireless, visit the ResNet Resource Center, or call the ITS Help Line at 617.373.4357 (xHELP).

NOTE: You should connect your computer directly to ResNet and register before connecting and registering your wireless access point or router. After you register a wireless access point or router, turn it off, and wait several minutes before restarting it to complete the process.
How am I protected from spyware and viruses on ResNet?
While the university uses extensive technical measures to help defend ResNet against malicious network traffic, it is your responsibility to secure your computer by applying operating system and application updates, installing security fixes and patches, running a personal firewall and maintaining updated antivirus software. The university provides free copies of Symantec Endpoint Protection (SEP) to all students if they do not have antivirus software. SEP is available on the myNEU website under the Self-Service tab. In the section of the page entitled “Study and Course Resources,” click Software Downloads and select the version of SEP that applies to your operating system. Once installed, SEP will discreetly run and update itself while your system is on. This software is available for as long as you attend Northeastern.

Can I download music and movies? What happens if I do?
Northeastern’s network is intended to support the conduct of academic and administrative work related to an individual’s role at the university. While downloading or sharing content with permission of the copyright holder is permissible, to do so without permission is a violation of the Appropriate Use Policy and federal law. This will expose the violator to suspension of ResNet service, disciplinary action, and possible civil and/or criminal penalties. For more information please refer to the Notice to Students and the University Community: Management of Copyright Infringement Complaints on our Virus and Security Information page, bit.ly/northeasterncopyright.

How can I get computer help on campus?
Visit the ResNet Resource Center located at Speare Commons (on the ground floor of Speare Hall) for assistance, or call the ITS Help Line at 617.373.4357 (xHELP). Assistance is also available at the Help & Information Desk on the first floor of Snell Library, near the InfoCommons.
About HuskyCable Television

HuskyCable, Northeastern University’s own cable TV service, is available to all students living in university-owned housing. HuskyCable offers students over 80 broadcast and premium channels (including seven HBO channels) in residence hall rooms without a monthly cable bill or the hassle of a cable box.

HuskyCable Basics

HuskyCable is easy to access. There’s no need to sign up, and no need to register for service. To watch HuskyCable in your residence hall room you will need:

- Your TV and your TV’s remote
- A coaxial TV cable (Coax cables and splitters are available at the Northeastern Bookstore, and most major electronics retailers.)
- Your TV’s manual (You can download this from the manufacturer’s website if you don’t have it with you.)

If an additional cable TV port is not available in your room, you can purchase a splitter so that you and your roommate can watch cable on two different TV sets. Splitters are available at the Northeastern Bookstore and most major electronics retailers.

To watch HuskyCable on your TV:

- Connect one end of the coaxial cable to your television set and the other to the cable port in the wall.
- With many televisions, it is necessary to perform a channel scan in order to access the entire channel lineup. Typically, using the Menu button on your remote can activate a channel scan. Also, make sure that your TV is programmed to receive a signal from cable TV, not from an antenna. Follow your TV’s manual to change these settings.
- If you have a High Definition TV, please refer to the HuskyCable FAQs on pages 11 and 12 of this guide to find out how to receive HD channels. Please note that while many HDTVs will work with HuskyCable, some televisions’ built-in configurations cause problems with HD reception. We can only ensure that a proper cable signal is available from the cable TV port.

Having trouble? Try these helpful tips:

Is the coaxial cable connected from the cable port to the VHF, VHF IN, or CATV connection on your TV?

You will not receive HuskyCable channels if the coaxial cable is not connected correctly. Plug the coaxial cable into the Cable or CATV port on your TV to view HuskyCable.

Only seeing channels 2 to 13?

If you can only get channels 2-13 clearly, then you have not selected the proper input on the set-up menu or external switch. Set your TV to CATV or Cable and perform a channel scan to receive all HuskyCable channels.

Did you try your TV on a different port that you know works OK?

Test your set on another cable TV port. If your TV does not work on a cable TV wall port that you know is functioning, the problem could be with your set.

You can also try someone else’s set on your cable TV port if you suspect that there is something wrong. If that set works on your port, check your TV’s coaxial cable connection.

Call the ITS Help Line at 617.373.4357 (xHELP) if you suspect you have a malfunctioning cable TV port in your room.

Read the FAQs on pages 10 & 11 for more helpful information about HuskyCable service.
# HuskyCable Channel Line Up

Visit the ITS website for downloadable channel guides, troubleshooting tips, and more HuskyCable information.

<table>
<thead>
<tr>
<th>Standard Definition Channels</th>
<th>High Definition Channels</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 PBS - WGBH-2</td>
<td>50 Discovery Fit &amp; Health</td>
</tr>
<tr>
<td>3 Reserved</td>
<td>51 G4</td>
</tr>
<tr>
<td>4 CBS - WBZ-4</td>
<td>52 Game Show Network</td>
</tr>
<tr>
<td>5 ABC - WCVB-5</td>
<td>53 Nickelodeon</td>
</tr>
<tr>
<td>6 WSBK-38</td>
<td>54 TeenNick</td>
</tr>
<tr>
<td>7 NBC - WHDH-7</td>
<td>55 Syfy</td>
</tr>
<tr>
<td>8 Reserved</td>
<td>56 SPEED</td>
</tr>
<tr>
<td>9 Reserved</td>
<td>57 Travel Channel</td>
</tr>
<tr>
<td>10 CW - WLVI-56</td>
<td>58 TV Land</td>
</tr>
<tr>
<td>11 PBS (NH) - WENH-11</td>
<td>59 Tru TV</td>
</tr>
<tr>
<td>12 FNC - Fox News</td>
<td>60 C-SPAN</td>
</tr>
<tr>
<td>13 FOX - WFXT-25</td>
<td>61 C-SPAN2</td>
</tr>
<tr>
<td>14 Bloomberg</td>
<td>62 Animal Planet</td>
</tr>
<tr>
<td>15 CNBC</td>
<td>63 DSC (Discovery Channel)</td>
</tr>
<tr>
<td>16 CNN</td>
<td>64 OWN (Oprah Winfrey Network)</td>
</tr>
<tr>
<td>17 HLN (CNN)</td>
<td>65 MILI (The Military Channel)</td>
</tr>
<tr>
<td>18 MSNBC</td>
<td>66 SCI (The Science Channel)</td>
</tr>
<tr>
<td>19 NECN</td>
<td>67 HISTORY (The History Channel)</td>
</tr>
<tr>
<td>20 The Weather Channel</td>
<td>68 TLC (The Learning Channel)</td>
</tr>
<tr>
<td>21 ABC Family Channel</td>
<td>69 FOOD (Food Network)</td>
</tr>
<tr>
<td>22 American Movie Classics</td>
<td>70 HGTV (Home and Garden)</td>
</tr>
<tr>
<td>23 Arts &amp; Entertainment</td>
<td>71 IFC (Independent Film Channel)</td>
</tr>
<tr>
<td>24 Bravo</td>
<td>72 CMT</td>
</tr>
<tr>
<td>25 FX</td>
<td>73 To be determined</td>
</tr>
<tr>
<td>26 Lifetime</td>
<td>74 MTV</td>
</tr>
<tr>
<td>27 DISNEY</td>
<td>75 MTV 2</td>
</tr>
<tr>
<td>28 SPIKE TV</td>
<td>76 VH-1</td>
</tr>
<tr>
<td>29 TBS</td>
<td>77 VH-1CR</td>
</tr>
<tr>
<td>30 TNT</td>
<td>78 VH-1 Soul</td>
</tr>
<tr>
<td>31 USA</td>
<td>79 PBS-WGBPX-44</td>
</tr>
<tr>
<td>32 WE (Women's Entertainment)</td>
<td>80 WBIN</td>
</tr>
<tr>
<td>33 CBS Sports Network</td>
<td>81 HuskySports</td>
</tr>
<tr>
<td>34 ESPN</td>
<td>82-89 Future Northeastern Programming</td>
</tr>
<tr>
<td>35 ESPN2</td>
<td>90-103 Reserved Programming (HD)</td>
</tr>
<tr>
<td>36 ESPN Classic</td>
<td>104 EWTN</td>
</tr>
<tr>
<td>37 ESPN News</td>
<td>105 UNI - WUNI-27</td>
</tr>
<tr>
<td>38 Comcast Sportnet</td>
<td>106 Telemundo WNEU</td>
</tr>
<tr>
<td>39 Fox Soccer Channel</td>
<td>107 WMFP</td>
</tr>
<tr>
<td>40 NESN</td>
<td>108 TFT - WUTF-66</td>
</tr>
<tr>
<td>41 NFL Network</td>
<td>109 ION - WBPX-68</td>
</tr>
<tr>
<td>42 NBC Sports</td>
<td>110 HBO</td>
</tr>
<tr>
<td>43 BBC America</td>
<td>111 HBO Signature</td>
</tr>
<tr>
<td>44 Black Entertainment Television</td>
<td>112 HBO 2</td>
</tr>
<tr>
<td>45 Cartoon Network</td>
<td>113 HBO Family</td>
</tr>
<tr>
<td>46 Comedy Central</td>
<td>114 HBO Comedy</td>
</tr>
<tr>
<td>47 Disney Channel</td>
<td>115 HBO Zone</td>
</tr>
<tr>
<td>48 E! Entertainment</td>
<td>116 HBO Latino</td>
</tr>
<tr>
<td>49 Style</td>
<td></td>
</tr>
</tbody>
</table>

**Channel listing as of July 1, 2013.**
HuskyCable Frequently Asked Questions

How do I connect my TV to HuskyCable?
HuskyCable is available to all students in university-owned residence halls on campus. To receive service, connect one end of a coaxial cable to the cable port on the wall in your residence room hall, and connect the other end to the coaxial input on your television set.

Why am I not receiving all the channels listed in the HuskyCable lineup?
It is necessary to perform a channel scan in order to connect to the entire channel lineup. Typically, a channel scan can be activated by using the menu button on your remote. You also need to be sure that your TV is programmed to receive cable signals and not off-air signals. Follow your TV’s manual to change these settings. Please note that the first time a TiVo is to be used on ResNet it must be registered. To do so, you may use the photo upload feature on the ResNet registration page (See page 3 instructions). If you are unable to find and upload the photo of your TiVo’s MAC address, it can be brought to ResNet to be registered. Please consult your TV manual if you are unsure.

Where can I get a coaxial cable?
Coaxial cables can be found in electronics and computer stores. They are also available at the Northeastern Bookstore in the Curry Student Center.

How do I connect a DVD player?
Most new televisions will have either component (red, green, blue + audio), composite (yellow + audio), or HDMI connections available.

- **Component:** Connect the DVD player with the corresponding colors from the back of the DVD/player to the TV. Note the input number.

- **Composite:** Check the back of the DVD player for ‘line out.’ Connect the matching colored cables from the DVD player ‘line out’ to the TV. Note the input number.

- **HDMI:** Connect the HDMI cable from the HDMI connection on the back of the DVD player to the corresponding connection on the back of the TV. Note the input number.

In each case, after completing the connections, switch the TV to the input number you used to connect the DVD player.

Is HuskyCable compatible with TiVo?
Currently, TiVo service is not officially supported by Northeastern. You will see a “HuskyCable” option under service providers during TiVo setup, but this list is not maintained by the university, so channel lineup changes will not automatically be made to your TiVo. Please note that TiVo units can be registered on ResNet by utilizing the registration process for wireless devices. Reference page 3 for instructions.

How do I connect my computer to HuskyCable?
HuskyCable television signals can be viewed on your computer screen by using a PC TV card. The PC TV card in your computer must have an input connection for cable TV. The performance and quality varies according to the equipment used.

Is HuskyCable service available to students in leased housing or off-campus?
Only university-owned buildings have access to HuskyCable. Students living in residences that are not owned by Northeastern, such as Leased Properties, may be eligible for a special offer from Comcast.

Why am I only getting channels up to Channel 13?
Most television sets have a setting to enable reception of either off-air antenna or Cable. On the campus television system, your television must be set to “Cable” (or “CATV”, “CATV - IRC”). Most televisions come with a default setting of “Off-Air” (or “Antenna”). You must change this default setting to enable reception of all cable channels. This setting can be changed either by moving a switch or by following menu prompts for set-up. Check your TV’s manual to find out how to change these settings.
My television has the old type rotary position tuner that only has Channels 2 - 13. How do I receive the other cable television channels?

You won’t - unless you can run the cable through a Cable TV tuner or a VCR that has a Cable TV tuner, and then connect the output of that device to your television. Cable TV tuners are available at retail electronics stores.

I don’t have a TV set; I watch cable TV through a projector. Can I access HuskyCable?

You can still use your projector to view HuskyCable but you will require a device that has a tuner. Call the ITS Help Line at 617.373.4357 (xHELP) or visit ResNet in Speare Commons for help.

There are certain channels that “freeze.” What should I do?

Call the ITS Help Line at 617.373.4357 (xHELP) or visit ResNet in Speare Commons. Please identify the specific channels that freeze when you contact us.

I’ve lost reception on one or more channels. What should I do?

Call the ITS Help Line at 617.373.4357 (xHELP) or visit ResNet in Speare Commons. Please identify the specific channels that are not working when you contact us.

There is no Cable TV outlet in my room. How do I get one?

Call the ITS Help Line at 617.373.4357 (xHELP) or visit ResNet in Speare Commons for help. Please note that HuskyCable jacks will not be located in kitchens or bathrooms.

I’m not sure if I have a television capable of receiving HDTV, and I’m not seeing the HDTV channels. What should I do?

To view the High Definition channels, you must have a television with a high definition tuner built in. If you are not sure if you have a TV that can receive HD signals, check your television’s manual or website. Call the ITS Help Line at 617.373.4357 (xHELP) or visit ResNet in Speare Commons for help.

I have a High Definition television. How do I see the HD channels?

High Definition channels are available on HuskyCable and can be viewed using appropriately equipped televisions with HDTV tuners. Different models of HD-Ready televisions have different tuners. The process of seeing the HD channels is similar to standard cable channels; you must program your television and tell it how to find them. The equipment you need will depend on your television. Some HD-Ready TVs only have one coax-in port; in this case you will only need a single coax cable to plug directly into the wall jack. Other TVs have two coax-in ports, one for cable and the other for antenna. In this case, you will need a splitter and 3 coaxial cables (one from the wall jack to the splitter, and one each from the splitter to the Cable and Antenna coax-in ports). Once you are set up, switch your TV input to the Antenna feed and set it to auto-program the channels. After doing this, you will be able to view standard HuskyCable channels on the cable input and HD channels on the antenna input.

NOTE: Equipment rated as “HD-Capable” will require the use of an external HD Tuner in order to receive HD channels.

How will I access the High Definition (HD) channels on my TV?

Broadcast networks set up a standard channel (7) and offer HD content on subchannels (7.1, 7.2). You can access the HD channels on these subchannels, after proper HD setup.

If you experience an interruption of service, have a damaged wall outlet, or have poor reception, call the ITS Help Line at 617.373.4357 (xHELP) or visit ResNet in Speare Commons for help.
Printing and Additional Information

**Printing on campus**

All undergraduate students, graduate students, faculty, and staff are provided $120 of free printing each year. Users may purchase additional pages by funding their Husky Dollar account. Print allowances are automatically refreshed annually at the beginning of the fall semester. The free print allowance does not roll over to the next print period. Duplex printing is available in all labs, effectively halving the cost of multi-page jobs, as the cost of a print job is determined by the pieces of paper used.

Remote printing is available on campus through a swipe-to-print system called Pharos. To download the appropriate software log onto myneu.neu.edu, select the Self-Service tab, and click the “Software Downloads” link. Select the appropriate Virtual Print Client for your computer’s operating system (Windows/Mac).

After installing the Pharos Virtual Print Client, students can send print jobs to a set of designated queues on campus from anywhere, on or off campus as long as an Internet connection is available. Print jobs can then be retrieved from the corresponding print locations on campus.

Printers locations include:
- Snell Library - InfoCommons and the Digital Media Commons (DMC)
- Curry Student Center - Ground, 1st and 3rd floors
- 54 Dodge Hall

**TIP:** You can always set up a printer in your room. In International Village, wireless routers and wireless printers are prohibited. We recommend connecting your printer to your computer by using a USB cable.

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**Helpful links**

Northeastern Information Technology Services
northeastern.edu/infoservices

ResNet Resource Center
northeastern.edu/resnet

Northeastern University Appropriate Use Policy
northeastern.edu/aup

Digital Media Commons
dmc.northeastern.edu/

MyNEU Self-Service Portal
myneu.neu.edu

Northeastern Blackboard homepage
blackboard.neu.edu