



## **Internet and Cable Television**

# Connection Kit

Your guide to connecting to network and television services within Northeastern's residence halls.

# Technology Support at Northeastern

Information Technology Services (ITS) provides students with technology support in a variety of ways. There are two locations on campus where students can get assistance — the Information Technology Services Help & Information Desk and the ResNet Resource Center. ITS can also be reached by phone at 617.373.4357 (xHELP) or by email at [help@neu.edu](mailto:help@neu.edu).



## Information Technology Services Help & Information Desk

[northeastern.edu/its](http://northeastern.edu/its)  
617.373.4357 (xHELP)  
[help@neu.edu](mailto:help@neu.edu)  
Snell Library

Walk-up assistance is available at the Help & Information Desk, located on the first floor of Snell Library near the InfoCommons. Students are able to receive assistance with accounts, software, and other computer issues including questions about myNEU, Blackboard, printing, the computer labs, and software access.

Visit the Information Technology Services website for hours, locations, service descriptions and self-service resources.

### Free Antivirus Software!

Symantec Endpoint Protection (SEP) antivirus software is available to all Northeastern students for free, through the Software Downloads section of myNEU. It is strongly encouraged that you have a current version of antivirus software on your computer. Be sure to uninstall any other antivirus software before installing Symantec Endpoint Protection. Failure to do so may damage your computer.

Learn more:  
[northeastern.edu/its/services/software/sep](http://northeastern.edu/its/services/software/sep)  
[northeastern.edu/resnet/sep](http://northeastern.edu/resnet/sep)



## ResNet Resource Center

[northeastern.edu/resnet](http://northeastern.edu/resnet)  
617.373.4357 (xHELP)  
[resnet@neu.edu](mailto:resnet@neu.edu)  
Speare Commons

The ResNet Resource Center, located next to ResMail on the ground floor of Speare Hall, provides a wide variety of free computer assistance, including:

- General troubleshooting
- Basic file recovery
- Apple and Dell warranty hardware replacement
- Fee-based hardware replacement for non-warranty computers
- HuskyCable support
- New computer setup
- Network configuration and troubleshooting
- Virus and spyware removal
- Software installs, including Symantec Endpoint Protection
- Windows and Mac installation/reformats
  - Includes data backup and restoration

### Supported Operating Systems

The ResNet Resource Center and the wired network ResNet fully supports Windows Vista/7/8 and Mac OS X 10.7+. All other operating systems are supported on a case by case basis.

### Recommended Hardware

Recommended hardware specifications are available on the ResNet website. Every effort is made to assist you with hardware that does not meet recommended specifications, but if your machine does not meet our recommended specifications, ITS cannot guarantee ResNet connectivity.

# ITS Welcomes You!



Information Technology Services (ITS) is able to assist you with your technology needs on campus while you are at Northeastern — whether you are moving to the Boston campus during Welcome Week in the fall, or are returning from a N.U.*in* or co-op experience in the spring. Learn more about what is available in the residence halls and on campus and get connected.

### See something, say something!

Notice a channel missing? Wireless not working quite right? Call 617.373.4357 (xHELP) to report the issue. ITS cannot fix what it doesn't know about — the sooner we know about an issue, the faster it can be resolved.

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# ResNet

All students living in university-owned residence halls and Northeastern @ The YMCA are provided with Internet access through ResNet, a high-bandwidth, high-speed wired network. Students are required to register annually to use the network. ITS strongly encourages you to use ResNet whenever possible as it is significantly faster than any wireless network, providing you with a better experience for project collaboration, streaming video or gaming. Additionally, wired connections are more secure.

Learn more:  
[northeastern.edu/its/services/network-services/resnet](http://northeastern.edu/its/services/network-services/resnet)  
[northeastern.edu/resnet](http://northeastern.edu/resnet)

## Frequently Asked Questions

### I typed in my myNEU account information to register, but the computer says that my account is not valid. What can I do?

You need to claim your myNEU account before you can register. Use a computer connected to the Internet to visit [myneu.neu.edu](http://myneu.neu.edu) and claim your myNEU account. If you are still unable to register for ResNet once you have your claimed account, call 617.373.4357 (xHELP) or visit the ResNet Resource Center.

### 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, restart it. If you still cannot access the Internet, do not register again or you will receive a 1001 error. Clear your browser's cache, restart the browser and try to access external websites again. If you still can't access the Internet, call the ITS Service Desk at 617.373.4357 (xHELP) or bring your computer to the ResNet Resource Center. Directions for clearing your cache can be found at [northeastern.edu/resnet/cache](http://northeastern.edu/resnet/cache).

### 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 Service Desk at 617.373.4357 (xHELP) or visit the ResNet Resource Center.

### 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 myNEU under the Self-Service tab. In the section of the page entitled "Study and Course Resources," click Software Downloads and select the version for your operating system. Please uninstall all other antivirus programs prior to installing the Northeastern copy of Symantec Endpoint Protection.

### Can I download music and movies? What happens if I do?

Northeastern's network is intended to support the conduct of academic work related to an individual's role at the university. Downloading or sharing content through legal methods is permissible. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, is a violation of the Appropriate Use Policy and federal law. Consequences can include 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:

[bit.ly/northeasterncopyright](http://bit.ly/northeasterncopyright).

### What are the advantages of using a wired connection?

The wired network ResNet offers high-speed and high-bandwidth Internet access when compared to wireless. This means a wired connection is much faster and offers better performance when it comes to streaming videos or gaming. Wired connections are also more secure.

# Registering for ResNet Access

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

- An Ethernet port or USB to Ethernet adapter.  
**NOTE:** Each Ethernet adapter has a unique MAC address, so it can only be used to register one device on ResNet. The adapter can be used on a different device, but it cannot be used to register a different device.
- An Ethernet cable (CAT5e or CAT6) not to exceed 25 feet.
- Your myNEU username and password. (If you have not claimed your myNEU account, visit [myneu.neu.edu](http://myneu.neu.edu) to do so.)

If you do not register your device with ResNet, you will not be able to access the network.

**Register your computer before registering any other devices!**  
**Repeat these steps for each device you wish to register.**

## Step 1

Plug one end of your Ethernet cable (CAT5e or CAT6) into the wall and the other into your computer. Turn off your wireless connection, then open a web browser. ITS strongly recommends that you use the most up-to-date version of one of the following browsers: Internet Explorer, Safari, Firefox, or Chrome. If you are not automatically redirected to the ResNet Registration Student Portal welcome page, enter the following URL:

[registerresnet.neu.edu](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. Within the portal you can register new devices, re-register previously-registered devices (e.g. game consoles), get a list of your current registered devices, and unregister old devices (if, for example, you sell the device).

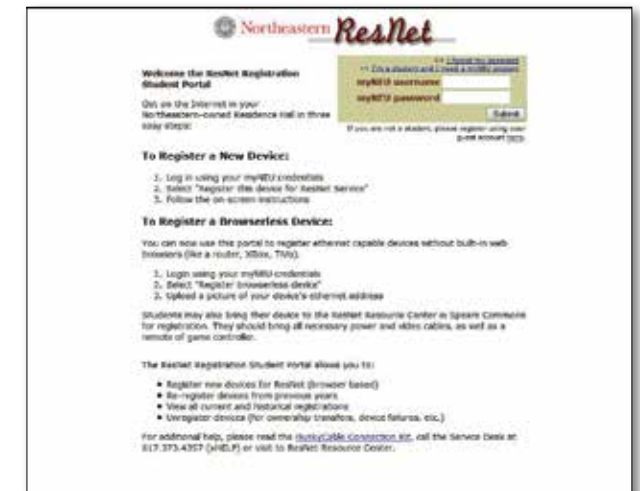
- To register the device you are currently using, click the "Register this device for ResNet service" button to continue.
- To register devices that may lack a web browser, such as a gaming console, please follow the directions in the sidebar.

## Step 3

On the registration page, enter your mobile phone number into the space provided, using no dashes or spaces. Read the Appropriate Use Policy (AUP). You must agree to abide by the AUP in order to access ResNet. Accept the AUP by clicking "Yes, I agree." Also read the 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 click the "Register this device for ResNet service" button.

## Step 4

Clear your web browser's cache, then turn off your computer (see [northeastern.edu/resnet/cache](http://northeastern.edu/resnet/cache) for details). 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.



## Registering a Xbox, TiVo, router\* or similar device

Certain Ethernet-enabled devices are not able to access the ResNet Registration Student Portal. These devices can be registered using the photo upload option within the portal. You may also bring the device to the ResNet Resource Center in Speare Commons for registration. You should bring all necessary power and video cables, as well as a remote or game controller.

\* **NOTE:** Routers are **only** allowed in the residence halls listed in the Bring Your Own Router section on page 4.

To register a device, you will need:

- A photo of the device's MAC address, or a screenshot of the configuration settings.
- A ResNet registered computer, with access to the photo/screenshot.

Within the ResNet Registration Student Portal, click the "Register browserless device via photo upload" button.

On the registration page, enter your mobile phone number into the space provided, using no dashes or spaces. Read the Appropriate Use Policy (AUP). You must agree to abide by the AUP in order to access ResNet. Accept the AUP by clicking "Yes, I agree," then click the "Next" button.

On the photo upload page, select "Browse/Choose File." Search the computer for the photo/screenshot. In the text box provided indicate the type of device you are registering. Select the "Submit" button to upload.

A confirmation page will indicate if your photo was submitted successfully. The ResNet Resource Center will contact you in a few days regarding your device registration.

**For optimal device performance ITS suggests that you use an Ethernet connection whenever possible.**

# Wireless Access

All students living in university-owned residence halls and Northeastern @ The YMCA have the ability to access wireless Internet — although your connection method depends on your residence hall. NUwave, the university's secure wireless network, is available in residence hall common areas and all academic and administrative buildings on campus. Additionally, Information Technology Services is working on expanding NUwave coverage across campus. By September 2014, 17 residence halls will offer 100% NUwave wireless access. Please locate your building below to determine your wireless connection method.



## 100% NUwave Coverage Buildings

Students living in the residential buildings below have 100% NUwave coverage, and therefore are NOT allowed to set up personally-owned routers and/or wireless access points.

144 Hemenway	Melvin Hall
407 Huntington Ave	Rubenstein Hall
768 Columbus Place	Smith Hall
780 Columbus Ave	Speare Hall
International Village	Stetson East
Kennedy Hall	Stetson West
Kerr Hall	White Hall
Light Hall	West Village C
Loftman Hall/153 Hemenway	

## Getting Connected

Enter your myNEU username and password to connect to NUwave. You will also need to accept the wireless.northeastern.edu certificate. NUwave only supports WPA/WPA2-Enterprise wireless security. Visit [northeastern.edu/resnet/wireless](http://northeastern.edu/resnet/wireless) for details.

## Important Notice — Do NOT Set Up Personal Routers

The Appropriate Use Policy (AUP) states that students may only connect personally-owned routers and/or wireless access points to the ResNet network in residence halls that do not have 100% NUwave wireless coverage. Failure to comply with the AUP may result in action by ITS, including: loss of network use; referral to the Office of Student Conduct and Conflict Resolution (OSCCR).

Also the addition of non-ITS wireless access points in areas where NUwave is offered degrades the service for both the NUwave network and the additional access point. Finally, there are security concerns with the amount of personal information that may be leaked from these additional access points.

Learn more:  
[northeastern.edu/its/services/network-services/nuwave](http://northeastern.edu/its/services/network-services/nuwave)



## Bring Your Own Router Buildings

Students living in residential buildings that DO NOT offer 100% NUwave wireless access are allowed to set up personally-owned routers and/or wireless access points connected to ResNet.

10 Coventry	West Village A
106, 110, 116, & 120 St. Stephen Street	West Village B
319 Huntington Ave	West Village E
337 Huntington Ave	West Village F
Burstein Hall	West Village G
Davenport A	West Village H
Davenport B	Willis Hall
Northeastern @ The YMCA	

## Getting Connected — Setting Up Your Router

Connect your computer and register for ResNet using an Ethernet cord, and then connect and register your wireless access point or router. Follow the "Register Browserless Device via Photo Upload" instructions on page 3. After you register your router, turn it off, and wait several minutes before restarting it to complete the process. Follow the university's Wireless Security Requirements and Recommendations on the ITS website: [northeastern.edu/its/get-help/guides/move-in](http://northeastern.edu/its/get-help/guides/move-in).

## Important Notice — Appropriate Use Policy

It is important to remember that personal wireless equipment set up and troubleshooting is the responsibility of its owner, although ResNet staff may be able to assist. The registered owner of such equipment assumes all responsibility for the consequences of network traffic originating from their equipment. See the Appropriate Use Policy for details.

Learn more:  
[northeastern.edu/resnet/wireless](http://northeastern.edu/resnet/wireless)

# HuskyCable Television

HuskyCable, Northeastern University's own cable TV service, is available to all students living in university-owned residence halls and Northeastern @ The YMCA. HuskyCable offers students more than 80 broadcast and premium channels in residence hall rooms without a monthly cable bill or the hassle of a cable box. Cable television is provided through a partnership with Comcast.

## 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 are available in 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.

## Setting up 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 page on the ITS website 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. ITS can only ensure that a proper cable signal is available from the cable TV port. Currently, only over-the-air HD stations are available on HuskyCable.

**HuskyCable quality is equipment-dependent. Using old or damaged coax cables and/or splitters may cause disruptions in service.**



## HuskyCable channel guide (maintained by Comcast)

- Visit the Comcast TV channel listing online: [xfinitytv.comcast.net/tv-listings](http://xfinitytv.comcast.net/tv-listings)
- Enter 02115 as the zip code, then click the "View more service areas" link.
- Scroll down and select HuskyCable-Northeastern University Boston Standard Cable. Click Save.
- Once that window closes you will be able to view the current TV listings and print a copy of the channel lineup.

## 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 to 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.

### 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 consult your TV manual if you are unsure. **NOTE:** If you are using a TiVo, it must be registered on ResNet; see page 3 for instructions.

### Cable TV port not working?

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

Learn more:  
[northeastern.edu/its/services/huskycable](http://northeastern.edu/its/services/huskycable)  
[northeastern.edu/its/faq/huskycable](http://northeastern.edu/its/faq/huskycable)

# Additional ITS Services and Resources

## Printing on campus

All undergraduate students, graduate students, faculty and staff are provided \$120 of free printing each year through the Northeastern Printing Plan. Files can be printed from an ITS-managed computer lab, or from your personal computer after downloading and installing the Virtual Print Client software. The software is available on myNEU, under Self-Service under the Software Downloads section.

Swipe-to-print locations are distributed around the Boston campus, including the lobbies of many residence halls, making both black and white and color printing more accessible.

Learn more:  
[northeastern.edu/its/services/printing-plan](https://northeastern.edu/its/services/printing-plan)

## ITS-managed computer labs

Information Technology Services manages several computer labs on the Boston campus that Northeastern students, faculty and staff may use. ITS-managed computer labs offer access to the university's extensive library of software applications, as well as printers where you may use the Northeastern Printing Plan.

Learn more:  
[northeastern.edu/its/services/labs](https://northeastern.edu/its/services/labs)

## Training

Information Technology Services offers free classes on software training and skills. Also Lynda.com online training is available at [lynda.northeastern.edu](https://lynda.northeastern.edu).

Learn more:  
[northeastern.edu/its/services/training](https://northeastern.edu/its/services/training)

## Security

Information Technology Services provides a range of security services to assist all members of the Northeastern community in protecting their information, their computers and their networks.

Learn more:  
[northeastern.edu/its/services/securenu](https://northeastern.edu/its/services/securenu)  
[northeastern.edu/securenu/newstudent](https://northeastern.edu/securenu/newstudent)

## Appropriate Use Policy

Take the time to read the Appropriate Use Policy (AUP), which outlines the terms and conditions for using Northeastern's information systems.

Learn more:  
[northeastern.edu/aup](https://northeastern.edu/aup)



### Need Assistance?

617.373.4357 (xHELP)  
[help@neu.edu](mailto:help@neu.edu)  
[northeastern.edu/its](https://northeastern.edu/its)