

# STUDENT TECHNOLOGY RESOURCES

**KEYSER**  
[it.wvu.edu/students](http://it.wvu.edu/students)



## WHO WE ARE

---

**Information Technology Services** is here to help you succeed at WVU! We provide and support a wide array of technology, from the wireless networks to eCampus and STAR. Got a question? Contact us at **(304) 293-4444** or visit [it.wvu.edu/help](http://it.wvu.edu/help).

## WI-FI

---

Students **MUST** connect personal devices such as laptops, desktops, tablets and phones to the secure WVU.Encrypted network for wireless access. To use gaming consoles, TVs or smart home and internet entertainment devices, you must first register the MAC address by logging into [mydevices.wvu.edu](http://mydevices.wvu.edu), then connecting to WVU.PLAY. If something's not working, please let us know at **304-293-4444**.

[it.wvu.edu/services/wireless](http://it.wvu.edu/services/wireless)

**PLEASE NOTE:** Wii devices won't work on WVU's wireless network because our newer technology does not support these older systems. Also, WVU.Guest is for visitors to campus; students who attempt to connect will see an error.

## SOFTWARE

---

Don't pay for Microsoft Office! All WVU students **get it free!** *(Please note you must to add @mail.wvu.edu to your username to install and activate.)* All WVU students also **get free Anti-Virus** software to install on as many as three devices. You'll need to enter your MIX email address at [freeav.wvu.edu](http://freeav.wvu.edu) to download. Before you pay retail for anything else, see what deals you can get with your student discount at [slic.wvu.edu](http://slic.wvu.edu).

## MOUNTAINEER CARD

---

The Mountaineer Card is more than your photo ID. At WVU Keyser, you can also use it in the dining halls, laundry facilities and Barnes & Noble bookstore. ITS hopes to expand the Mountie Bounty program, which allows you to use it like a debit card for other services on and off campus!

Learn more at [wvucard.wvu.edu](http://wvucard.wvu.edu)

## PROVE IT'S YOU

---

Within two days of registering for classes, students will have to use Duo two-factor authentication to confirm their identities when accessing a secure system. Two-factor means you prove who you are in two ways – with something you **KNOW** (your Login password) and something you **HAVE** (the DuoMobile app). Learn more at [twofactor.wvu.edu](http://twofactor.wvu.edu)

## TIPS FOR PARENT/GUARDIANS

---

WVU Login and Duo Mobile accounts are for **STUDENTS ONLY**. Parents and guardians should never log into any WVU system using a student's username and password or add devices to a student's two-factor account. This violates University policy and could cause your student problems when they try to log into systems such as Portal, eCampus, STAR or email.

Parents and others can conveniently access billing, financial aid and other important records through the Parent/Guest Portal, using your own username and password. Instructions for your student to grant access are at [parent-guest.portal.wvu.edu/](http://parent-guest.portal.wvu.edu/).

**FREE**

**Get FREE anti-virus software for up to three personal devices. [freeav.wvu.edu](http://freeav.wvu.edu)**



## PRINTING

---

Students can email or upload documents and print from anywhere with **MyPrinting**. Users must have valid Login credentials, a WVU email account and a Mountaineer Card with a Mountie Bounty balance. WVU does NOT support the use of personal wireless printers and won't allow them on the network. If you bring a printer, you must use a USB cable to connect and turn off the wireless feature.

[myprinting.wvu.edu](http://myprinting.wvu.edu)

## BUYING A COMPUTER

---

For our recommendations and to see requirements by college, visit the Student Resources page.

[it.wvu.edu/students](http://it.wvu.edu/students)

## STUDENT RESOURCES

---

**Login** is a single set of credentials that can be used with numerous WVU systems. You can change your password and perform other tasks at [login.wvu.edu](http://login.wvu.edu).

**Portal** is a single location for all students to access key information such as eCampus, STAR, grades and email. [portal.wvu.edu](http://portal.wvu.edu)

**Email** addresses assigned to students end with @mix.wvu.edu; this is a Gmail account. When setting up your email on mobile devices, select Gmail as the first step, and then enter your Login credentials.

**STAR** (Students & Technology Achieving Results) is the system students use to get information about financial aid, course schedules and catalogs, and to register for classes. [portal.wvu.edu](http://portal.wvu.edu) or [star.wvu.edu](http://star.wvu.edu)

**eCampus** is the online learning management system, which can be used for both online and face-to-face courses at all WVU campuses. [ecampusinfo.wvu.edu](http://ecampusinfo.wvu.edu)

**Schedule Builder** can help you create the perfect class schedule. [portal.wvu.edu](http://portal.wvu.edu) or [star.wvu.edu](http://star.wvu.edu)

## BILLING QUESTIONS

---

Find information about tuition and fees, billing options, payment deadlines and more.

[studentaccounts.wvu.edu/](http://studentaccounts.wvu.edu/)

## PSC EMERGENCY ALERT SYSTEM

---

PSC Emergency Alert System allows you to receive the latest emergency, crime, weather and campus closure updates directly to your mobile phone. You may register a family member's number as well as your own.

[alert.wvu.edu/](http://alert.wvu.edu/)

## FOLLOW US FOR IMPORTANT UPDATES!

---

Keep up with both planned maintenance and unplanned outages of important systems by following ITS on social media. You can "like" **WVU Information Technology** on Facebook or follow **@WVUITServices** on Twitter!

For Keyser-specific news, you can "like" **WVU Potomac State College** on Facebook or follow **@PotomacState** on Twitter!



**FREE**

**Get FREE anti-virus software for up to three personal devices.**

**[freeav.wvu.edu](http://freeav.wvu.edu)**