

STUDENT TECHNOLOGY RESOURCES

BECKLEY
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.

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, then connecting to WVU.PLAY. If something's not working, please let us know at **304-293-4444**.

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 to download. Before you pay retail for anything else, see what deals you can get with your student discount at slic.wvu.edu

MOUNTAINEER CARD

The Mountaineer Card is more than your photo ID. At WVU Beckley, you can also use it in the dining halls. 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.

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.

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/.

FREE

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

BUYING A COMPUTER

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

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.

Portal is a single location for all students to access key information such as eCampus, STAR, grades and email. 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 or 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

Schedule Builder can help you create the perfect class schedule. portal.wvu.edu or star.wvu.edu

BILLING QUESTIONS

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

studentaccounts.wvu.edu/

TECH eALERTS

Tech eAlerts 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.wvutech.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 Beckley-specific news, you can "like" **West Virginia University Institute of Technology** Facebook or follow **@WVU_Tech** on Twitter!



FREE

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freeav.wvu.edu