

2020 WVU STUDENT TECHNOLOGY GUIDE

WVU LOGIN ACCOUNTS

Forget your Login password or lock yourself out of your account? You can create a new password and unlock your account on your own.

login.wvu.edu

PROVE IT'S YOU

Duo two-factor authentication is a layer of security beyond your username and password. If you haven't already, download the free Duo Mobile app on your phone or tablet and follow the setup instructions on a computer. Generate Duo backup codes at login.wvu.edu in case you forget or replace your phone. twofactor.wvu.edu

CONNECT TO CAMPUS WI-FI

Select the **WVU.Encrypted** network and enter your Login username and password to connect your computer, phone and tablet to the internet. **WVU.Guest** is for visitors only.

WVU.Play is for gaming consoles and smart devices such as TVs, Google Home, Amazon Alexa, AppleTV and Roku. Find the mac address and register it at mydevices.wvu.edu before connecting to **WVU.Play**.

COMPETITIVE GAMERS: Ethernet ports provide higher-quality streaming, less lag time and a more reliable connection than the wireless network. Each room has an access point on one wall near the ceiling, with three active network connections. These are usually labeled Cisco and are the **ONLY** active internet connections in the room.



All gaming devices also must be registered by **MAC address** at mydevices.wvu.edu before connecting to **WVU.Play**. Devices must be directly plugged into one of the ethernet ports, without using personal switches, routers or access points. Ports labeled LAN3, LAN2 and POE-LAN1 are available; the port labeled Pass-Thru cannot be used. None of these ports provide power.

Find MAC Address

Residence halls that CANNOT support hard-wired access include Seneca Hall and Oakland Hall. University Apartments' communities that have limited or no hard-wired access are Vandalia Apartments, University Park and University Place.

OTHER RESOURCES

WVU ID CARDS

If you submitted your photo at idphoto.wvu.edu, you'll get your Mountaineer Card when you check in at the front desk. If you haven't submitted your photo yet, please do so immediately and don't forget to upload a legal proof of identity as well.

wvucard.wvu.edu

FREE AND DISCOUNTED SOFTWARE

Microsoft Office and MATLAB are free to all students! Before you pay retail for anything else, see what deals you can get with your student discount.

slic.wvu.edu

FREE ANTI-VIRUS

Install Sophos anti-virus on up to three personal devices. freeav.wvu.edu


PRINTING

Students can upload documents and print from anywhere. myprinting.wvu.edu

PARENT ACCESS

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. Parents and others can access billing, financial aid and other important records through the Parent/Guest Portal, using their own username and password. parent-guest.portal.wvu.edu

NEED HELP? Contact the ITS Service Desk:

 **CALL SUPPORT**
Phone: 304-293-4444
877-327-9260

 **EMAIL SUPPORT**
Email: ITShelp@mail.wvu.edu

 **ITS SELF-HELP SITE**
it.wvu.edu/help