GET CONNECTED

it.wvu.edu/students

@WVUITServices
WVU Information Technology

WVU STUDENT TECHNOLOGY GUIDE

WVU LOGIN ACCOUNTS

Forget your Login password or lock yourself out of your account? Fix it yourself at login.wvu.edu. If you want a chosen name to display in some WVU systems rather than your legal name, click the Manage Account button and follow the instructions.

login.wvu.edu

PROVE IT'S YOU

Duo two-factor authentication is for **STUDENTS ONLY**. Please **DON'T** let anyone add devices to your account. That violates WVU policy and creates a security risk. **DO** generate backup codes under the Manage Account button at login.wvu.edu in case you lose, forget, replace or run down the battery in your phone. **twofactor.wvu.edu**

CONNECT TO CAMPUS WI-FI

Select the **WVU.Encrypted** network and use your Login username and password. **WVU.Guest** is for visitors only.

The **WVU.Play** network is for gaming consoles and smart devices such as TVs, Google Home, Amazon Alexa, Apple TV and Roku. All these devices must be registered by **MAC address** at mydevices.wvu.edu before connecting to WVU.Play.

CONNECT IN RESIDENCE HALLS

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 one of the ethernet ports. Ports LAN3, LAN2 and POE-LAN1 are available; the port labeled Pass-Thru cannot be used. None of these ports provides power. Personal switches, routers or access points CANNOT be connected to ethernet ports and will not work if plugged in.

Seneca Hall CANNOT support hard-wired access. University Apartments' communities that have limited or no hard-wired access are Vandalia Apartments, University Park, University Place and all residence halls at WVU Beckley.

OTHER RESOURCES

WVU ID CARDS
If you submitted your photo at **idphoto.wvu.edu and uploaded a legal proof of identity**, you'll get your Mountaineer Card when you check in at the front desk. If you haven't submitted your photo yet, please visit an ITS Service Center.
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
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. Once your student grants you proxy access, parents and others can access billing, financial aid and other important records through the Parent/Guest Portal, using your own username and password. **parent-guest.portal.wvu.edu**

NEED HELP?

ITS SERVICE DESK
304-293-4444
877-327-9260
it.wvu.edu/help
Mon–Fri, 7:30 a.m. – 8 p.m.
Sat–Sun, Noon – 8 p.m.

ITS SERVICE CENTERS
Mountainlair: First floor, by Post Office
304-293-2040

Bennett Tower: Room G-118
304-293-6201

Service Center Hours
Aug. 10-12, 8:30 a.m.- 4:30 p.m.

Normal Hours
Mon-Fri, 8:30 a.m.- 4:30 p.m.

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