

## WVU STUDENT TECHNOLOGY GUIDE

### WVU LOGIN ACCOUNTS

Forgot your Login password? Reset it at [login.wvu.edu](http://login.wvu.edu) ([okta.wvu.edu](http://okta.wvu.edu)). Enter your username and click **Next** for instructions to get a password reset link to your personal email account. You can manage account settings, enter a chosen name to display in select WVU systems, and update your secondary (recovery) email or phone number.

[login.wvu.edu](http://login.wvu.edu) | [okta.wvu.edu](http://okta.wvu.edu)

### PROVE IT'S YOU

Okta multi-factor authentication is for **STUDENTS ONLY**. Please **DON'T** add another person's device to your account. That violates WVU policy and creates a security risk.

You can update security methods and review recent login activity anytime at [login.wvu.edu](http://login.wvu.edu).

### CONNECT TO CAMPUS WI-FI

Boldyn Networks provides Internet for WVU campus residence halls, supporting up to 10 devices per student, including laptops, gaming devices, smartphones and smart home products. To activate your account, visit [wvu.hed.boldyn.com](http://wvu.hed.boldyn.com) and click **Sign In**. Enter your WVU Login credentials, and click **Complete Profile**. Connect to **MyResNet-5G** with the provided password. Guests can connect to Boldyn via the portal by selecting **Guests and Visitors**. **LEARN MORE:** <https://wvu.hed.boldyn.com/support>



**COMPETITIVE GAMERS:** Most residence halls\* offer wired Internet access for higher quality streaming, reduced lag, and a more reliable connection.

**SUPPORT:** 24/7 customer support is available at (866) 502-4590, via live chat, or email at [support.hed@boldyn.com](mailto:support.hed@boldyn.com).

Elsewhere on campus, connect to **WVU.Encrypted** for secure Wi-Fi using your WVU Login username and password; **WVU.Guest** is for visitors only.

CONNECT TO BOLDYN

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

### OTHER RESOURCES

#### WVU ID CARDS

If you submitted your photo at [idphoto.wvu.edu](http://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](http://wvucard.wvu.edu)

#### FREE AND DISCOUNTED SOFTWARE

Microsoft Office and MATLAB are free to all students! Before you pay retail prices for anything else, see what deals you can get with your student discount. [slic.wvu.edu](http://slic.wvu.edu)

#### FREE ANTI-VIRUS

Install Sophos anti-virus on up to three personal devices. [freeav.wvu.edu](http://freeav.wvu.edu)

#### PRINTING

Students can upload documents and print from anywhere. [myprinting.wvu.edu](http://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 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](http://parent-guest.portal.wvu.edu)

### NEED HELP?

#### ITS SERVICE DESK

304-293-4444  
877-327-9260  
[it.wvu.edu/help](http://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 Move - In Hours

August 14 - 16 8:30 a.m.- 4:30 p.m.

#### Normal Hours

Monday-Friday, 8:30 a.m.- 4:30 p.m.