



WVU STUDENT TECHNOLOGY GUIDE

WVU LOGIN ACCOUNTS

Forget your Login password? Reset it at login.wvu.edu (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 | okta.wvu.edu

PROVE IT'S YOU

Duo two-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.

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 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.

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 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 prices 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 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 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.