

Tech Help

1. Do you have GlobalProtect VPN installed on your laptop?
 - a. Instructions can be found [HERE](#).
2. Do you have a COE Account yet? If not or unsure, please visit [this link](#) and attempt requesting one according to the instructions.
 - a. What comes with a COE Account?
 - i. COE E-mail Address.
 - ii. Access to the COE Virtual Lab
 - iii. COE Network Storage
 - iv. Access to COE Linux Environments
3. Are you on Microsoft Teams? This is a primary communication method for many teams. It comes pre-installed on all managed devices.
 - a. If you are using a personal device, you can download it [HERE](#).
4. Do you have Zoom?
 - a. You can download and install from [this link](#).
5. Do you have/need Adobe Acrobat DC (create, edit, view PDFs)?
 - a. If you need it and do not have it, e-mail help@northeastern.edu or help@coe.neu.edu.
 - b. For more information, you can go [HERE](#).
6. Is your computer up to date (Windows Updates, Driver Updates)?
 - a. E-mail help@coe.neu.edu or help@northeastern.edu if unsure.
7. Are you logged into OneDrive?
 - a. Information can be found at [this link](#).
8. Do you have access to all the printers you need?
 - a. If you are a faculty/staff member, you can add shared printers with a queue managed by ITS by opening the run box (Windows logo + R) and typing `\\print` for a small printer or `\\mfd` for a large multifunction device and looking for the name of the queue. You can typically find the queue name on a sticker that is on the front of the printer. Double-click the queue name and it will install itself.
 - b. If you are a student, there is information about student printing on the next page.
 - c. If you need help or run into issues, please contact help@northeastern.edu or help@coe.neu.edu.
9. Do you have access to all the network shares you need?
 - a. If it is a COE share and you need assistance, please contact help@coe.neu.edu.
 - b. If it is a Northeastern share and you need assistance, please contact help@northeastern.edu.
10. If you don't see your question answered here, see the other side of this handout for more information, or consult our wiki here: <https://wiki.coe.neu.edu>. If you still have questions, please send email to help@coe.neu.edu with a description of your concern and your availability for one of our staff to meet with you.

More Information

COE Virtual Lab:

These virtual computers will give you access to software and processing power equal to or greater than what is available on a University-standard PC, from any computer with a network connection.

Student Printing:

For most student printing, the PaperCut system is used. For large format printing, you may need to speak with your department's front office to see if they provide it or use Reprographics.

1. You can search the ITS knowledgebase for instructions on how to use PaperCut: [ITS Knowledge Base](#)
2. Reprographics website: [Reprographics](#)

Software that can be locally installed:

1. Software on myNortheastern Portal -- includes Windows 10, VMware Fusion
2. Azure Dev Tools for Teaching (formerly Microsoft Imagine, formerly Dreamspark) - free Microsoft software for COE faculty, staff, and students
3. Adobe Creative Cloud - now FREE for students
4. Student Software - AutoCAD, Dev C++, MATLAB, Arena (Rockwell), SolidWorks

Classroom Support, Digital Solutions, A/V Support:

If in need of in-classroom support in Boston, email classroomITsupport@northeastern.edu Monday through Friday from 6 a.m. to 9 p.m. ET, Saturday, 8 a.m. to 6 p.m. ET, and Sunday 1 p.m. to 5 p.m. ET for immediate support dispatch. Include the building name and classroom number in the subject of the email. For assistance for campuses outside of Boston, email regionalhelp@northeastern.edu.

Digital Solutions oversees power platform, ODSP, Teams, conference room system consults, Qualtrics (shared with Academic Technologies). They manage Robin (spaces at northeastern), Papercut, and Smartsheet. Their contact email is DigitalSolutions@northeastern.edu.

The A/V team within ITS supports classrooms and A/V around campus including some event spaces, collaboration spaces, and all registrar classrooms. NU Events also supports AV in some auditorium spaces.