

TECHNICAL SUPPORT

Eagle Technical Assistance Center (ETAC)

NCCU ITS offers FREE technical support via phone 530-7676, email helpdesk@nccu.edu, web <http://helpdesk.nccu.edu> and walk-in to the Student Union beside the university mail center.

Training

All students are invited to attend FREE Microsoft Office workshops provided by the ITS department.

Troubleshooting

NCCU offers FREE computer setup, virus removal and technical troubleshooting services.

UNIVERSITY LAPTOP PROGRAM

NCCU has partnered with Apple, Dell and Lenovo to provide students with laptops at a special educational price. We strongly encourage each student to purchase a laptop to utilize during your matriculation at NCCU. The University Laptop program offers the perfect opportunity to purchase a high quality laptop that has been selected with NCCU student usage in mind. Each laptop is equipped with the necessary tools to make computing at NCCU a task of ease.

Our onsite technicians are certified to repair student computers purchased through the University Laptop program.

For more information visit <http://www.nccu.edu/students/laptop.cfm>.

CONNECTING WITH OTHERS

Telephone Services

Each student residing in our residence halls will be provided with a personal telephone line which includes voicemail, call waiting and other features.

Google Apps Collaboration Tools

Students have access to online collaboration tools that offer real-time editing and sharing of files.

Students can also use Google Docs, Google Sites, Google Labs and much more.

TECHNOLOGY @ NCCU

Your Guide to Computing at North Carolina Central University



COMPUTER SERVICES

Open Use Computer Labs

ITS provides open use computer labs strategically located throughout our campus.

The "MEGA Lab" conveniently located in the James E. Shepard Library is equipped with both Apple and Dell computers and is our largest open lab.

Each Open Use Computer Lab is equipped with the latest essential software applications, including Office 2007. High quality printers are available in all open use computer labs across campus.

Wireless Access

Wireless access is available throughout the campus, including classrooms, residential halls and outside sitting areas.

A wireless enabled device is all that is required for a student to access these wireless hot spots.

Email Services

All students are provided an Eglemail account with 7 MB of email storage space.

Eglemail serves as a student's official means of electronic communication with professors, staff members, and other NCCU offices.

Residence Hall Computer Access

Each student residing in our residence halls will be provided with FREE internet access via the NCCU Network.

Many residence halls are also equipped with student accessible computer labs.

Electronic Classrooms

Electronic classrooms create new innovations in teaching and learning by integrating computer, multimedia, audio-visual, and network technologies.

These classrooms are equipped with sound systems, computers, VCRs, DVD players, and overhead visualizers.

My EOL

My EOL is a website designed to make accessing NCCU resources even simpler. This "one stop shop" gives students access to all of their NCCU accounts from one location.

PURCHASING RECOMMENDATIONS

Minimum computer hardware recommendations to assist in purchasing optimum technology resources.

PC Desktop



2 GHz Intel Core 2 Duo (or faster)
1 GB expandable to 2 GB
160 GB or higher Serial ATA
DVD-CDRW/DVD Writer
128 MB 2D/3D; full OPENGL support
Ethernet Adapter 10/100 TP; W/WOL, 1/100/1000
Windows 7, Windows XP Professional, Vista capable

PC Notebook



Intel Core 2 Duo 2.0 GHz or faster
1 GB of SDRAM expandable
80 GB EIDE hard drive
CDRW/DVD Combo Unit
64MB Video Memory
integrated 56K modem--V.90 & 10/100 Ethernet
Integrated 802.1 W/WPA
Windows 7, Windows XP Professional, Vista capable

Mac Notebook



Intel Core 2 Duo 2.0 GHz or faster
512 MB of 667MHz DDR2 SDRAM
80 GB or higher Serial ATA
SuperDrive (DVD +/-RW/CD-RW
Bluetooth 2.0+EDR, built in AirPort Extreme
2 USB infrared port, S-video, VGA video out,
64MB DDR2 Video Memory/Intel Graphics Media Accelerator 950

Mac Desktop



2 GHz Intel Core 2 Duo (or faster)
1GB 667MHz DDR2 SDRAM
160GB Serial ATA Drive
Slot-load 8x double layer SuperDrive
ATI Radeon X1600 w/ 128MB DDR2 memory
Built Airport Extreme and Bluetooth 2.0 EDR
Apple Pro Keyboard
2 firewire, 2 USB ports, Built in Airport Extreme and Bluetooth 2.0

ACCESSING THE NETWORK

- 1). When initially attempting to access the NCCU Network you will be redirected to the NCCU Network Authentication page. On this page you will need to login with your NCCU Username/Password. ***(This username will be the portion of your NCCU email address in front of the @ sign.)*** In the “Provider” box select “Student” from the dropdown list and click “Continue”.
- 2). Upon successful login you will need to read the “Network Security Notice” and click the “Launch Cisco NAC Windows Agent” button. ***You may receive a security warning asking if you would like to run the “Cisco NAC Download Facilitator.” If this screen appears, click “Run”.***
- 3). The Install Shield Wizard should now appear. Follow the prompts on the screen to complete Cisco NAC Agent installation. Click “Finished” when complete.
- 4). Now that Cisco NAC Agent has been installed on your computer, you should now see the application’s icon appear in your taskbar. Right click on this icon and choose the “Login” option.
taskbar. Right click on this icon and choose the “Login” option.
- 5). When the Cisco NAC Agent application appears, login once again using your NCCU Username/Password. ***If your username and password is accepted, your system will be checked to ensure that it meets the minimum system and security requirements for using the NCCU Network. If your system meets the requirements you may open your Internet browser and begin using the Internet as you normally would. If it does not meet the requirements proceed to Step 6.***
- 6). If your username and password is accepted, however the system does not inform you that you have “Successfully logged into the Network”, then your computer has failed to meet the minimum security requirements for accessing the NCCU network. These requirements include possessing the latest Windows Updates and having up-to-date Anti-Virus software. The Agent will inform you of what modifications to your system will need to be completed in order to meet these requirements. It will also present you with the appropriate links and software needed. Follow the prompts of the screen until this is completed. ***Once your system has been updated with Windows Updates and/or Anti-Virus click “Next” to have the Agent recheck your computer for the minimum requirements. If you have completed all of the requested updates your computer will be granted full access to the NCCU Network. You may now use the internet as you normally would.***

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