TECH GUIDE

Staff 2024-2025

support@nebraska.edu

N

HUSKERTECH

UNIVERSITY OF
Nebraska
Lincoln

Use IT.

Academic Technology Services

SERVICE CATALOG

Employee Resources
Academic Calendar
Holiday Closedown Schedule

Firefly
Employee Portal

Microsoft
356 Suite

OneDrive
Personal Cloud Storage

Self Service

Adobe
Creative Cloud

Bridge
Learning and Development Service

Nebraska App

YuJa
Academic Video

Zoom
Video Conferencing

Canvas
Learning Management System

Duo
Two-Factor Authentication

Cortex
Endpoint Detection & Response

VPN
Virtual Private Network

TeamDynamix
NU Support

Secure IT.

IT Security

Passwords

- Never share your password.
- Use a password of at least ten characters and try using a pass phrase.
- Don't use the same password on multiple sites.
- Keep your passwords secret.

go.unl.edu/passwords

Two-Factor

Two-factor authentication enhances the security of your online accounts by using your smartphone to verify your identity.
- Install the Duo mobile application for improved usability and security.

go.unl.edu/2FA

Phishing

- The university will never ask you for your passwords, personal information, or to enter a 4-digit Duo pin.
- Phishing scam emails may claim to be "urgent", contain links/ attachments, or appear to be sent from a colleague or co-worker.
- Report suspicious emails from your inbox with one click by using the "Report Phish" add-in.

go.unl.edu/phishing

Personal Devices

Recommendations for securing your personally owned device.
- Use a supported Operating System.
- Enable Automatic Software Updates.
- Install University Anti-Malware software (free for students/faculty).

go.unl.edu/device-security

Connect IT.

WiFi Network Access

1. Select eduroam from the list of available networks

2. Your device will now prompt you to log in to the network. Use hhusker2@unl.edu email address and password.

3. If prompted, accept the eduroam certificate and authenticate your device.

Connect a wireless IoT a device to the NU-IoT Network.

For more information: **Network Wi-Fi**

Wired Network Access

For activating wired connections, visit: Network Wired

To access on campus network services, use of the VPN may be required.

Set up VPN at: **VPN**

Telephones & Voicemail

For problems or issues contact
ITS Telecom Service Desk:
402-472-3434 or support@nebraska.edu

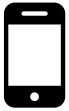# Buy IT.

HUSKERTECH

Apple

Verizon & T-Mobile phone plans

Accessories

Software

PC

And more!

Laptops, iPads and software now available on Marketplace

Nebraska Union | huskertech.unl.edu | 402-472-5151 | Authorized Campus Store

Fix IT. Huskertech Help Center

402-472-3970 or toll-free 866-472-3970 support@nebraska.edu
go.unl.edu/hhc

For questions on device troubleshooting, repair, software and operational problems. Four convenient locations to serve you:

CITY UNION · ADELE CORYELL HALL LEARNING COMMONS
LOVE LIBRARY, ROOM 31 · DINSDALE FAMILY COMMONS
FILLEY HALL, ROOM 22

Repair

The Computer Repair Center can diagnose and fix hardware issues with Macs, PCs and other devices.

LOVE LIBRARY SOUTH ROOM 31

FILLEY HALL ROOM 22
Open 8am-5pm

• Convenient on-campus location
• Quick turn-around times
• Competitive pricing

Authorized Service Provider

DELL
Authorized Service Provider