Network Infrastructure & Services

Student Network Services
800 Washington St., SW, Suite 120
Blacksburg, Virginia 24061-0181

Student Network Services, a unit of Network Infrastructure & Services (NI&S), exists to serve the voice, video, and data needs of Virginia Tech’s students.

The Student Network Services staff consults with students and parents to help them manage the telecommunications services available at Virginia Tech. Additionally, the office maintains and manages billing, account information, and inquiries related to telecommunications services.

This handbook is a reference for your on-campus telecommunications needs throughout the academic year. It is important that you become familiar with this information. Please feel free to direct any questions or comments to our office.

We wish you a successful year and look forward to serving you.

Student Network Services Staff
2016-2017

Telephone: 540.231.3000
Fax: 540.231.9532
Email: stunet@vt.edu
Website: www.stunet.nis.vt.edu
Facebook: www.facebook.com/vtstunet
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*Invent the Future*

_VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY_

_An equal opportunity, affirmative action institution_
General Information

Each residence hall room is wired for voice, wireless, Ethernet and cable television. It is your responsibility to familiarize yourself and comply with all rules, regulations and policies governing telecommunications services at Virginia Tech. Failure to observe the rules and regulations is a violation of the “University Policies for Student Life.”

SERVICE ASSISTANCE

Billing and Service Requests
Most questions, concerns, or amendments may be handled in person at the Student Network Services Office located at 800 Washington St, SW, Suite 120, during normal office hours (8:00 a.m.–5:00 p.m., Monday–Friday). Please remember to bring your Hokie Passport.

Trouble and Repair
If you have a problem with any of your voice, wireless, Ethernet or cable television, please contact the Virginia Tech Information Center. This can be done by submitting a help ticket in the 4Help Self-Service Dashboard, https://vt4help.vt.edu, or by calling 540-231-4357.

BILLING AND PAYMENT INFORMATION

You will receive a monthly statement from NI&S for any billable services you choose to sign up for. If there is any damaged equipment in your residence hall room (i.e. wireless access point), you could also be charged for repairs. Each statement will include a remittance slip for payment, an account summary, and account detail. Student Network Services will not send monthly bills to addresses outside the United States. Please confirm your current billing address with Student Network Services. Your address information can be updated at MyVT, https://my.vt.edu.

If you do not receive a bill by the 15th of each month, it is your responsibility to notify the Student Network Services Office and request a duplicate bill. Failure to receive a bill does not relieve you of the responsibility of paying by the date due.

Mail payments at least five (5) business days prior to the due date so that your account may be credited in a timely manner. If you are not able to pay your bill until the due date, pay at the Cashier’s window in the Student Services Building, between 8:00 a.m. and 5:00 p.m., Monday – Friday, to insure the most rapid credit to your account. To insure proper credit, you must include the remittance slip from your monthly bill with your payment.
Past Due and Unpaid Accounts
NI&S will deny long distance and optional services to students with past due telecommunications accounts. If “past due balances” are not received, your services will be deactivated. You must visit the Student Network Services Office during normal business hours to request the reactivation of your services once they have been disconnected for nonpayment.

Unpaid accounts will be disconnected once the account is 45 days past due. If the account is not paid in full within 15 days after deactivation, it will be referred to Virginia Tech Accounts Receivable for collection. This action will place a block your university records until past due amounts are paid in full. You are responsible for all collection costs, including reasonable attorney’s fees.

COLA
You may also obtain account information by visiting the Customer Online Access (COLA) website at https://cola.cns.vt.edu. After you log in using your e-mail PID and password, choose the service you wish to activate under “Actions.” You will be able to enter a start date and an end date for your service.

Disputed Calls
If you feel you were incorrectly billed for a particular international call, you must notify the Student Network Services Office in person within 30 calendar days from the date of the bill.

STUDENTS WITH DISABILITIES
Services for Students with Disabilities is a unit of the Dean of Students Office that exists to assist the university with its mission of creating an inclusive and welcoming community for all students. Services for Students with Disabilities works to ensure students with disabilities receive equal access to education and opportunities in this academic community. Please contact the Coordinator for Services for Students with Disabilities at 540-231-3787, (fax) 540-231-4035, or 540-231-8718 (TTY), to inquire about or arrange for specialized telecommunications services.
DIRECTORY INFORMATION

University directory information can be found through the Virginia Tech People Finder. On-campus directory listings may be obtained 24 hours a day, seven days a week from the Information Center by dialing “0”. A copy can also be downloaded via www.directory.unirel.vt.edu.

ACCEPTABLE USE OF INFORMATION SYSTEMS AT VIRGINIA TECH

Please visit http://www.vt.edu/about/acceptable-use.html to read through the Acceptable Use Policy for Information Systems at Virginia Tech.
Voice Services

Authorization Codes

What is an Authorization Code?
If you are planning to make any international long distance calls from the residence halls, you will need to obtain an authorization code.

Requests for authorization code cancellations and reissues can be processed via the Customer On-Line Access (COLA) web site at https://cola.cns.vt.edu or by personally visiting the Student Network Services office during normal business hours.

Virginia Tech Telephone System

Requesting Residential Telephone Service
You may request telephone service in your residence hall room by visiting Student Network Services and filling out a service request form. There is a one-time $80.00 activation fee and a monthly fee of $32.00. You will receive the monthly invoice for this service by mail. It will be mailed to the billing address that you have set in MyVT. For more information about this service, please contact the Student Network Services office, 540-231-3000.

Annoying, Harassing, or Obscene Calls

Questions or complaints relating to annoying, harassing, or obscene calls should be referred to the Virginia Tech Police Department by calling 540-231-6411 at any time.
Data Services

Technical Assistance

Help with diagnosing and resolving potential software configuration problems is available by visiting http://4help.vt.edu, where you will be able to request assistance. If you are unable to request assistance at http://4help.vt.edu, you can reach 4Help by phone at 540-231-4357.

PID and Password

Your PID is a unique Personal IDentifier that allows you to use many of the information resources available at Virginia Tech. These resources include access to the Internet, e-mail, and systems such as Hokie SPA, Course Drop/Add, certain University Libraries’ databases, and more. A PID and password are assigned to each Virginia Tech student prior to summer orientation. If your PID and password are lost, stolen, or forgotten, call 4Help at 540-231-4357.

Ethernet

While residence halls and academic buildings have Wi-Fi, each room will have one Ethernet port. To use residence hall or campus Ethernet connections, your computer should have a built-in 10/100/1000Base-T Ethernet Network Interface Card (NIC) or an external adapter with an RJ-45 connector. The latest guidelines regarding computer requirements for incoming Virginia Tech students are available for view at http://www.compreq.vt.edu.

Wireless Routers

Virginia Tech does not allow personal wireless routers in the residence halls (except Thomas and Monteith due to their lack of university wireless). Using a router in a building with Wi-Fi coverage can cause interference with the university’s network and result in your private network being shut down. If there is a need for additional Ethernet ports, then an unmanaged Ethernet switch should be used. NI&S reserves the right to disconnect any device from the network that negatively impacts the performance of the campus network. Please also refer to the article at www.cns.vt.edu/data_privateNetworks.html.
CONNECTING COMMODITY DEVICES

You will be able to connect gaming consoles, SmartTv’s, Roku’s and other devices to the Virginia Tech Wireless network (since these devices are incapable of using Eduroam). Each student will be allowed to register up to five devices for this service. Please see the following website for instructions, http://stunet.nis.vt.edu/networkservices/wireless-network-access.html.

COMPUTER LABS

A number of computer labs are available to students across campus. Please contact the computer labs directly as their hours vary. Further information about the computer labs may be found at http://www.lisa.stat.vt.edu/?q=computer_labs.

WIRELESS NETWORK

Virginia Tech offers wireless network service in 99% of all academic and administrative spaces, the majority of residence halls, and even some outdoor areas including the Newman Library and Dietrick Hall patios. Information about the wireless service including registration, coverage, availability and technical support is available at http://stunet.nis.vt.edu/networkservices/wireless-network-access.html.

TWO-FACTOR

In response to recent phishing scams and related vulnerabilities, Virginia Tech has implemented a high-security login process referred to as two-factor authentication. An attack on your password isn’t enough to allow unauthorized access to information when logging in also requires use of a physical device.

As of July 4, 2016, two-factor enrollment will be mandatory. You can enroll in two-factor by going to a Virginia Tech website, such as http://hokiespa.vt.edu and logging in with your PID and password.

Once you are enrolled in two-factor authentication, 4Help strongly suggests enrolling a second device, in case your primary device has failed, is temporarily lost or broke or left at home. If you happen to lose your device or it fails, you can call 4Help at 231-4357 or stop by the Student Network Services office for assistance.

Devices you can use as your second factor include:
- The Duo App on a smart phone or tablet
- A physical hardware token, such as the DUO D100 which can be purchased from Software Distribution and the Yubikey which can be purchased from Hokie Centric.
- Text messages on any cellular phone or smartphone.
- A landline, smartphone or cellular phone that can receive voice calls at your office, home or other location.

Cable Television

Each residence hall room is served by the Virginia Tech cable television system. The cost of cable television programming is included in your comprehensive student fees. You will not receive a bill for cable television service. Problems with television reception should be referred to the Virginia Tech Information Center at 540-231-4357.

The cable television system currently has over 80 channels, the majority of which are High Definition (HD). Channels 33, 63 and 93 are reserved for instructional use. The Student Channel, 33, has a variety of student-produced programs and carries information on student activities and programming from VTTV Student Television.

The listing of cable television channels available to residence hall students can be found on the web at http://stunet.nis.vt.edu/networkservices/television-network.html. Please note that Virginia Tech’s cable television channel listing is subject to change.

CONNECTING YOUR TELEVISION

Each residence hall room has a single video outlet that requires coaxial cable you need to bring to connect to your television. Be sure your coaxial cable is long enough to connect from the wall outlet to the TV. As of May 2014, the campus cable television signal requires televisions to have a digital QAM tuner, standard on most televisions since 2006. Connect your TV directly to the cable outlet in the wall with a coaxial cable and then perform a “channel scan” from your TV’s set-up menu to acquire the channel lineup.

To report a problem with a service:
Please call the Virginia Tech Information Center, 24 hours per day, seven days a week at 540-231-4357. If a service call is necessary, a technician will visit the residence hall room on an appointment basis. The student or an authorized person MUST be in the room during the service call. There is no charge for routine repairs. However, if the student or an authorized person is not there for a scheduled service call, a fee will be charged for the missed appointment.
**Student Resources, Additional Information, and Contacts**

**TELEPHONE NUMBERS**

Virginia Tech Police: Emergency 911
Virginia Tech Police: Non-Emergency 540-231-6411
Inclement Weather Information Line 540-231-6668
University Information Center/4Help 540-231-4357

**WEBSITES**

Admissions www.admiss.vt.edu
Athletics www.hokiesports.com
Bursar’s Office www.bursar.vt.edu
Financial Aid www.finaid.vt.edu
4Help www.4help.vt.edu
Hokie Passport www.hokiepassport.vt.edu
Hokie Student Personal Account (Hokie Spa) http://hokiespa.vt.edu
MyVt Portal http://my.vt.edu
Parking Services www.parking.vt.edu
Registrar www.registrar.vt.edu
Residential and Dining Programs www.housing.vt.edu
Student Software www.ita.vt.edu/software/student/
Student Health Services (Schiffert Health Center) www.healthcenter.vt.edu
Student Medical Insurance www.co.vt.edu
Student Network Services http://stunet.nis.vt.edu
Student Programs www.nsfp.vt.edu
Virginia Tech www.vt.edu