northumbria
UNIVERSITY NEWCASTLE

NU Simply Web 🔊

Laptops, iPads, Tablets and Home Computers

IT Helpline

24 HOURS   **OPEN 24 HOURS,**
365 DAYS A YEAR

Tel: 0191 227 4242
Freephone: 0800 923 4242
Text: + 44 77 81 48 27 86
Email: it.helpline@northumbria.ac.uk
Search: northumbria.ac.uk/knowhow
Chat: northumbria.ac.uk/itchat

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northumbria.ac.uk/it

northumbria
UNIVERSITY NEWCASTLE

Simply Web

Get connected to Free WiFi on campus and access Northumbria IT Facilities from potentially anywhere in the world

1	**2**	**3**
Set up WiFi	**Download Citrix Receiver**	**Connect to Student Desktop**

1. Set up WiFi

Simply Web for Mac

- Make sure that your WiFi connection is switched on
- Choose **NU Simply Web** from the list of WiFi networks available
- When prompted enter your Northumbria username and password
- At the Verify Certificate screen click **Continue**

You can now open your web browser and access the internet in the usual way. Continue with Steps 2 & 3 further on in this booklet to access the Student Desktop using WiFi on campus or via your own Internet service from off campus or in halls of residence.
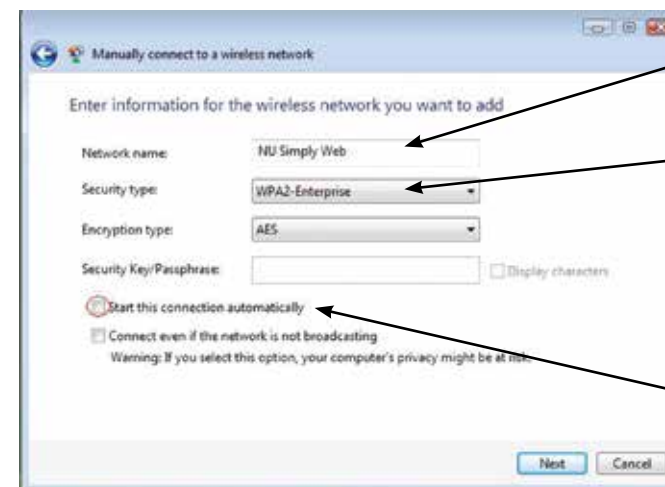
Simply Web for Windows

Windows 7

- Click **Start Button**
- Click **Control Panel**
- Click **Network and Sharing Center** (if you can't see this click Network and Internet to proceed)

Windows 8

- Click **Windows Button**
- Type **Control Panel** and select it
- Select **Network and Internet**

- Click **Set up a new connection or network**
- Select **Manually connect to a WiFi network** then click **Next**

In Network Name type **NU Simply Web** (this is case sensitive)

From the security drop down menu select **WPA2-Enterprise**. This will automatically fill in the encryption type as **AES**
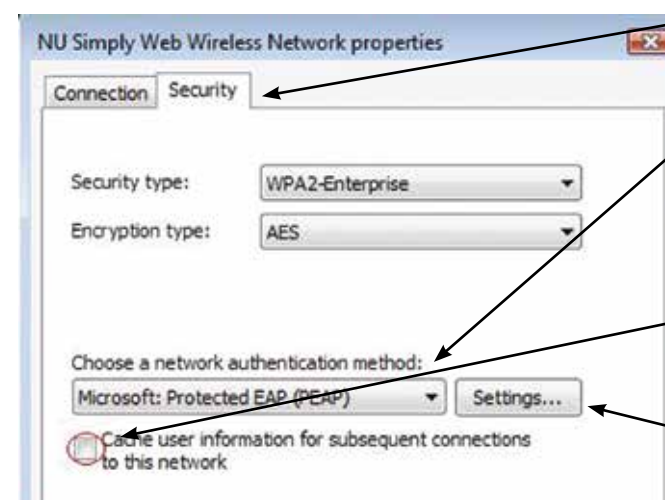
If your device does not support WPA2 your supplier may offer a free upgrade. Contact your supplier for instructions

UNTICK Start this connection automatically

Then click **Next**

- The message **Successfully added NU Simply Web** will be displayed.

- Select **Change connection settings**

Select the **Security tab**

Check that **Protected EAP(PEAP)** has been pre-selected as authentication method

If your device does not support Protected EAP (PEAP) contact your supplier

UNTICK

Remember my credentials for this connection each time I'm logged on *(Win7 & Win8)*

- Click **Settings**

- **Untick Validate Server Certificate**

Protected EAP Properties

When connecting:

☐ Validate server certificate

- This may say
  Verify the server's identity by validating the certificate

- Click **Configure**

- **Untick Automatically use my Windows logon name and password** and click **OK** in all dialog boxes for the settings to be accepted

- Close the **Successfully added NU Simply Web** box still open on your screen

EAP MSCHAPv2 Properties

When connecting:

☐ Automatically use my Windows logon name and password (and domain if any).

[OK] [Cancel]

You can now open a web browser and access the Internet in the usual way. Continue with Steps 2 & 3 to access the Student Desktop using WiFi on campus or via your own Internet service from off campus or in halls of residence.

2. Download the Citrix Receiver

The Citrix Receiver is a small piece of software which makes the connection to the Student Desktop and takes little time to install.

- If you are **on campus** connect to NU Simply Web

- If you are **off campus** or in halls of residence connect to the Internet in your usual way

- Go to the software downloads site at **www.northumbria.ac.uk/downloads**

- Click the links to download the Citrix Receiver and follow the on screen instructions to install
  A full help guide is available on the downloads site if you need step by step help.

- Open Citrix Receiver and use the following settings:

Add Account	
work email or server address	Enter your Northumbria email address
Logon with your Northumbria Username and Password	**Mac**
	Enter your Northumbria username, domain and password as shown
Most devices (excluding Macs) require your username to be entered in the following format:	

Domain\User: unn\username

Password: ••••••••

Username *Username*

Password •••••••••

Domain unn

3. Connect to Student Desktop

- Open Citrix Receiver
- Connect to Student Desktop

Student Desktop

Access to Northumbria IT facilities including:

- Student Desktop or Staff Desktop
- Standard Applications (Word, Excel etc)
- Your files on the U Drive
- Northumbria Email
- Electronic Information Sources

⊕ Support

The IT Place
Get person to person help. Just bring your Smartphone or WiFi device along to The IT Place:

- **City Campus**
  Library Basement
  Opening times may vary during the term
  Check website for details at
  northumbria.ac.uk/itplace
- **Coach Lane Campus**
  Clinical Skills Centre
  Every Thurs 10:00 – 1:00pm (term-time)

IT Chat
Chat to a Helpline advisor online at any time. Just click the icon on the Student Desktop
Or go to **northumbria.ac.uk/itchat**

IT Labs
There are free IT Helpline phones located in or near all IT Labs.

KnowHow
Search in KnowHow for everything you want to know about IT@Northumbria
northumbria.ac.uk/knowhow