

How to get help

help@ece.neu.edu

fred@ece.neu.edu

Contact Fred for:

New purchasing of computers, reinstalling of old computers

Software Availability such as Matlab, Office, Anti-Virus

help@coe.neu.edu

Contact COE Help for:

User Accounts

- COE/ECE accounts and email
- www.coe.neu.edu/computer (help and FAQ)

Setup Website by:

Using ssh to connect to gateway.coe.neu.edu then type the command:

```
-bash-3.00$ Setup
```

This program will help you configure your COE account.

What would you like do? Choose a number or type q to quit:

1. Change my password
2. Check my disk quota
3. Set up my WWW home page
4. Turn on error reporting for my WWW home page
5. Set up or remove email forwarding
6. Set up or remove vacation autoresponder

help@neu.edu

Contact Main helpdesk for:

- NEU/Husky accounts
- Sponsored Accounts

Sponsored accounts will allow you to get available software directly from the main helpdesk and gain access to the VPN (virtual private network) this will give you a secure connection to computers on campus and allow you to read IEEE papers hosted at the library.