

Lab Staff

The IT Client Services staff on both the Haverhill and Lawrence campuses are available to assist students with technical problems with software or hardware. They are responsible for the computer equipment and security of the lab areas.

Students who are having problems with their course work should see their instructors for assistance or contact the tutoring center.

Haverhill Location: C210

Lawrence Locations: L200 and Library

Phone: (978)556-3411

Please report any equipment (computer, monitor, printer, chair, mouse, etc) malfunction to the IT Client Services staff.

Important Phone Numbers:

Nancy Moran

Director of IT Client Services 978-556-3111

nmoran@necc.mass.edu

IT Client Services 978-556-3111

Helpdesk 978-556-3111



IT Client Services Computer Walk-In Lab Hours

Haverhill Campus

B216

Monday – Thursday	8:00a.m. – 10:00p.m.
Friday	8:00a.m. – 9:00p.m.
Saturday	8:00a.m. – 3:30p.m.
Sunday	CLOSED

Lawrence Campus

L239

Monday – Thursday	8:00a.m. – 10:00p.m.
Friday	8:00a.m. – 9:00p.m.
Saturday	8:00a.m. – 3:30p.m.
Sunday	CLOSED

The labs follow the NECC Academic Calendar.

Between the semesters and during holidays, ALL Computer Labs are closed.

Labs close promptly at the designated closing time (see above).

Except for designated walk-in labs, the computer labs are closed when there are no classes scheduled for the room.



Welcome NECC IT Client Services

Helpful information for NECC Students



IT Client Services Locations

Haverhill • B216
978 556-3111

Lawrence • L237

Computing at NECC



The computer labs are only for students currently enrolled at NECC.

- ☞ **Students must show a current NECC Student ID to access the walk-in labs or request wireless setup.** Student IDs may be obtained through Student Activities. Please have the One-Stop place an up-to-date sticker on your Student ID every semester you are a currently enrolled student at NECC.
- ☞ **No food or drinks are allowed in the computer labs.**
- ☞ Faculty, staff, and students are responsible for following the rules outlined in all computer related policies. *Links to all computer related policies are located at <http://www.necc.mass.edu/collegePolicies/index.php>*
- ☞ Anyone violating any computer policy will be subject to disciplinary action.
- ☞ **Children are not allowed in the labs even when accompanied by an adult.**
- ☞ Please shutdown the PC and take your belongings when leaving the labs .
- ☞ Labs are for academic purposes only. Space is limited. Once you finish your coursework, please allow another student to use the computer.
- ☞ **Please help us conserve paper** by using print preview and printing only one copy of what you need.
- ☞ Do not attempt to install software on the lab computers.

Frequently Asked Questions

Question: Where can I print my paper or use a computer to do homework?

Answer: There are walk-in labs available on both campuses during posted hours. The Library does charge a small fee for printing. There are also computers available in Lawrence and Haverhill libraries.

Question: Do I need to sign in to use the walk-in lab?

Answer: Yes. You also need to be a currently enrolled student at NECC and show a valid Student ID to use the walk-in lab.

Question: Can I get email, Self-Service and wireless accounts?

Answer: Yes.

1. Student self-service and email accounts are automatically created when a student registers for credit classes. Online accounts are automatically created when a student registers for an online class.
2. Students can request wireless accounts by visiting Room B216 on the Haverhill campus or Room L237 on the Lawrence campus with their laptop. Virus definitions on each laptop must be updated prior to requesting access to the wireless network.
3. The login for all accounts is the student's MYNECC ID number and the default password is the student's birthday MMDDYYYY. When the student logs into Self Service, he/she is required to change the default password. Once the default password is changed, the password is synchronized with the online, email, and wireless accounts.

Frequently Asked Questions (con't)

Question: Can I type a paper on my home computer and come to NECC edit my paper?

Answer: Yes. But if you do not use Microsoft Word to create the file, save the file type as a Rich Text Format or *.RTF and you will be able to edit it at NECC.

Lost & Found

There are lost and found locations in both the Haverhill and Lawrence IT Client Services Areas as well as in Security. NECC is not responsible for items that are lost or stolen in the Computer Labs.

Please put your name on all of your computer disks and books!



*Any questions?
Please contact the Helpdesk*