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# Service Desk Support for Personally Owned Technology

Service	Available to:			
	Active Students	Faculty	Alumni	Staff
Support and guidance for questions or issues related to: <ul style="list-style-type: none"> <li>▪ Account Passwords (activation, resetting, changing)</li> <li>▪ Connect2U/E-Mail login and usage</li> <li>▪ Use of University software and hardware</li> </ul>	x	x	x	x
Provide network cables for resident hall student personal computer connection to the University network (limit of one per active student)	x			
Distribution of current standard Microsoft Office Software suite media for “work-at-home” purposes (staff requests must be approved by the Department Head)		x		x
Virus and spyware detection and removal	x			
Microsoft Office 365 support: <ul style="list-style-type: none"> <li>• Software installation assistance and/or instruction</li> <li>• Ensures access aligns to the Microsoft contract</li> <li>• See <a href="#">Microsoft Office Help &amp; Training</a> for additional support</li> </ul>	x	x		x
Microsoft Office and Office 365 support: <ul style="list-style-type: none"> <li>▪ Product support and basic guidance for Word, Excel and PowerPoint and best attempt answers on the use of other Microsoft Office 365 tools, including the application of add-on licenses.</li> </ul>		x		x
Guidance or referral to a 3 <sup>rd</sup> party vendor for the implementation of: <ul style="list-style-type: none"> <li>▪ Virus or spyware detection and removal</li> <li>▪ Software installation or troubleshooting</li> </ul>		x	x	x
Installation of software and/or operating system software (if provided with legally licensed media and installation codes)	x			
Guidance or referral to a 3 <sup>rd</sup> party vendor for: <ul style="list-style-type: none"> <li>▪ Implementation of hardware installation or troubleshooting</li> <li>▪ Data backup solutions and/or process</li> <li>▪ Smart Phone configuration</li> </ul>	x	x	x	x

# Service Desk Support for University Owned Technology

Service	Available to:			
	Active Students	Faculty	Alumni	Staff
Support, guidance and services related to: <ul style="list-style-type: none"> <li>▪ Account Passwords (activation, resetting, changing)</li> <li>▪ Connect2U/E-Mail login and usage</li> <li>▪ Use of University software and hardware</li> <li>▪ Installation or repair of hardware</li> <li>▪ Installation or repair of software</li> <li>▪ Removal of viruses and spyware</li> </ul>		x		x
Processing of requests for: <ul style="list-style-type: none"> <li>▪ Additional Desktop computer hardware or peripheral devices (monitors, mice, keyboards, printers, scanners, external hard drives, LCD projectors, etc.).</li> </ul> <p style="margin-left: 40px;"><i>Note that existing primary computers are replenished regularly and do not require a request for replacement.</i></p> <ul style="list-style-type: none"> <li>▪ Additional software (PC or network based)</li> <li>▪ Existing software modifications or upgrades</li> <li>▪ Relocation of computers</li> <li>▪ Network access</li> <li>▪ Shared network resources (email, shared drives, printers, etc.)</li> </ul>		x		x
Microsoft Office and Office 365 support: <ul style="list-style-type: none"> <li>▪ Product support and basic guidance for Word, Excel and PowerPoint and best attempt answers on the use of other Microsoft Office 365 tools, including the application of add-on licenses.</li> <li>▪ Software installation assistance and/or instruction</li> <li>▪ Ensures access aligns to the Microsoft contract</li> <li>▪ See <a href="#">Microsoft Office Help &amp; Training</a> for additional support</li> </ul>		x		x

**Important Notes:**

- Data backups are the responsibility of the customer.
- The OIT Service desk does not perform hardware service of any kind on personally owned computers.
- The OIT department is not responsible for maintaining web content or building Faculty web pages, however web content management training is offered by request.

## *Where is the Service Desk located?*

The Service Desk is located on the third floor of Churchill Hall. Churchill Hall is located across from Deliso Hall, near the gazebo. See the [Campus Map](#) to find Churchill Hall.

## *UserID/Username and Password Procedures*

Your UserID/Username is used for Connect2U, Web-based Email, Kodiak (learning management system) and many other resources described later in this guide. If you do not have your own computer with an Internet connection, you can perform these steps from any computer in the Churchill Lab, D'Amour Library, School of Law Library, or any other publicly available computer with Internet access on or off campus.

[Activate your UserID/Username](#) (click here)

[Change your password](#) (click here)

### Password Guidelines:

Your password must be between eight (8) and sixteen (16) characters in length and must consist of any combination of uppercase letters, lowercase letters, and numbers (symbols may also be used but are not required).

Examples of acceptable passwords include: *s^nsh1n3, Ha|/ow33n, Co7um3l*.

**DO NOT USE THESE EXAMPLES!**

### What do I do if I don't know my UserID/Username?

This should have been provided to you via mail or your personal email account. Contact [Enrollment Services](#) (click for web info) if you can't locate it.

[Forgot Your Password ... Reset it](#) (click here)

For more information on UserID/Username's and passwords, go to:  
<https://www1.wne.edu/information-technology/UserID/login-help.cfm>

# *Western New England University Network Access*

## Wired Access to the Network:

All residence halls are wired for a high-speed connection to the Internet. There is at least one network jack per student. (A network jack looks somewhat like a standard phone jack, except it's larger).

To make use of this network connection, your computer must have an Ethernet port. You'll also need an Ethernet cable to connect from the card in the back of your computer to the wall jack. If you have a network set up at home you may need to make some changes to your network settings. If you get a new computer, the network connection should work right out of the box.

The Customer Support and Operations (CSO) group of the Office of Information and Technology (OIT) department, located on the third floor of Churchill Hall, will be available to assist with installations for incoming students. Please call 413-796-2200 to schedule assistance.

Staff and faculty computers are all attached via the wired network utilizing an assigned network wall jack. Network authorization is centrally managed within the OIT department, therefore these devices should never be moved or plugged into a different network jack without the involvement of the OIT department. Laptops may be used via the wireless network when used away from the assigned wired location.

If you have any questions regarding network connectivity, please feel free to call the Service Desk at x2200 or, if you are calling from off campus, 413-796-2200.

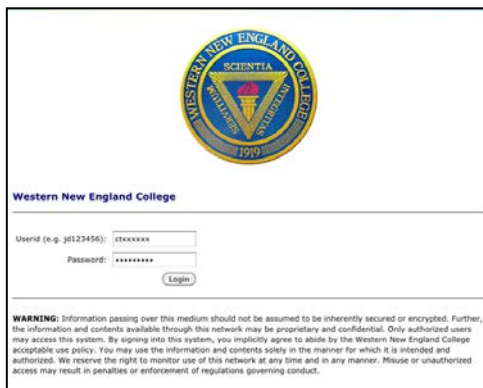
[Wireless Access to the Internet:](#) (click for more information)

A wireless network is available throughout the campus and in all residence halls.

- 1) If your laptop is wireless enabled, you should notice a Wireless Network connection pop-up box.
- 2) Double click on this popup and select either WNE or WNEGuest as your wireless network and click the box that says "Allow me to connect to the selected wireless network" then click "connect." Note that the WNE network requires the authentication described below. You will only be required to authenticate one time per semester. Although the WNEGuest network does not require authentication, access to some University systems may be limited or denied from that network.



- 3) Log in using your UserID/Username and password:



- 4) You are now connected to the network. You must keep your computer from going into sleep-mode, otherwise you may lose your connection.

## [Connect2U](#) (click for more information)

Connect2U is a customizable web portal with links to resources frequently used by members of the University community.

## [The Housing Director \(THD\)](#) (click for more information)

The Western New England University THD system is designed to help students make better room and roommate decisions, and to help make the overall housing process more efficient and effective.

## [Enrollment Services](#) (click for more information)

As part of Western New England University's continuing commitment to technology enhancements, a web-based system (Self Service) allows currently active students to:

- View grades
- View schedule
- Register for courses
- Get your degree audit
- View your financial aid information

All you need to use the system is access to the Internet and an active Western New England University UserID/Username. For more information go to:

<https://www1.wne.edu/enrollment-services/FAQ.cfm>

If your password has expired or you have never activated your Western New England University UserID/Username, you must update or create a new password at:

<https://www1.wne.edu/information-technology/UserID/index.cfm>

## [Kodiak](#) (click for more information)

Kodiak is the [Desire2Learn](#) \* online learning environment.

# Academic Computing Resources

[Computer Labs](#) (click for more information)

[D'Amour Library](#) (click for more information)

Computers are dispersed over the four levels of the Library and enable students and faculty to conduct research using WILD PAC, the online catalog, and the extensive collection of online resources and databases provided by the Library. The second floor Digital Learning Center houses computers that offer video and audio editing software in addition to the word processing, spreadsheet, and presentation applications found on all of the Library's computers. Wireless network access is available throughout the building.

[Math Center](#) (click for more information)

Herman Hall, Room 303 x1693

The Math Center provides a student assistance program where upper level students act as tutors and mentors for students taking mathematics courses. Math Center tutors have all completed the courses that they are tutors for and are highly recommended by their instructors. Each semester a Math Center schedule is posted, listing the times when tutoring is available for specific courses. Individual appointments are available but are not required, as walk-ins are welcome.

[Writing and Reading Program](#) (click for more information)

This is a University wide program which encompasses:

- Summer placement recommendations
- Freshman composition
- "Add-on" reading and writing labs associated with freshman composition
- ESL services
- Writing across the curriculum, including "writing associates" who are linked to assignments in some courses

The Writing Center offers, at no charge:

- Tutoring
- Discussion of paper assignments (with faculty permission)
- Explanation of research procedures



## *Western New England University School of Law*

### Location and Available Technology

The Western New England University School of Law is located on the eastern side of the main campus and offers a Juris Doctor (J.D.) program and a Masters of Law (LL.M.) program.

The School of Law has a high-tech computer teaching room equipped with individual PCs and instructional technology. PCs are also available in the Library Lobby and in carrels throughout the Library. Additionally, a wireless network is available throughout the School of Law. There is also a high-tech Moot Courtroom in which audio-visual projection and recording are used for teaching trial skills. Each of the classrooms has a teaching console equipped with classroom technology.

Click [here](#) for information related to online exam taking at the School of Law

### *Considerations to help with computer purchase decisions*

Click [here](#) for specific guidelines to consider when purchasing a computer for classes.

### *Acceptable Use of Technical Resources* ([click to review](#))

Each time you establish or change your password you will be prompted to accept the terms identified.

## Online Resources

Western New England University's main website at: <http://www.wne.edu> should be your first stop in finding information online about the University. In fact, all of the sites mentioned here are accessible from that main web page. Still, this list of web sites may be of particular interest to members of Western New England University.

### Office of Information Technology (OIT)

<http://www1.wne.edu/information-technology>

Information regarding use of computers on campus; lists of links, URLs of interest to students and faculty.

### D'Amour Library

<http://libraries.wne.edu>

Invaluable research resource for all students—many of the services provided on this page require a D'Amour Library validation number which you can get at the Library.

### Academic Schedule

<http://www1.wne.edu/academic-affairs/academic-scheduling.cfm>

Up-to-date information on course schedule information, final exam schedules, academic calendars, and links to our online catalog.

### Kodiak

<http://kodiak.wne.edu/>

The University's "virtual classroom/course management" system.

### Outlook Web Mail

<http://owa.wne.edu>

An easy way to read and send Email via the Internet.

### Communications Directory

<https://www1.wne.edu/directory/staff/staff-directory.cfm>

Online, searchable, directory of phone numbers and Email addresses of University faculty and staff.

### Department of Public Safety

<http://www1.wne.edu/public-safety>

Provides information about the Department of Public Safety.

### School of Law

<http://www.law.wne.edu>

Main page to the Western New England University School of Law.

### Site Index AZ

<http://www1.wne.edu/site-map>

Provides an alphabetical listing of all major web pages on the University's website along with commonly searched keywords.