Welcome to Whitewater

Information Technology Guide for Staff and Faculty

Updated: July, 2017

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UNIVERSITY OF WISCONSIN
WHITEWATER

Instructional, Communication
& Information Technology

ICIT Services

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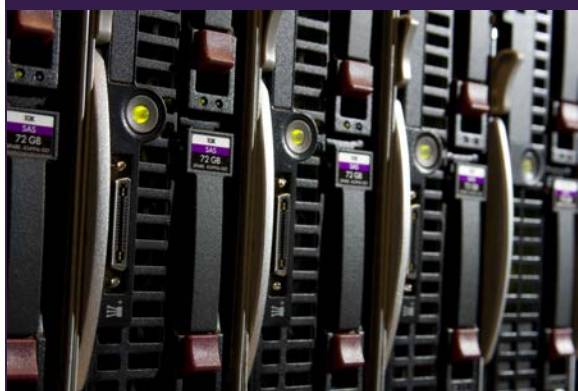   File Storage (Local)

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Welcome to UW-Whitewater

We've selected a few key services to help introduce you to the digital practices at UW-Whitewater. Please visit our website: http://www.uww.edu/icit for additional services and training. Our technology environment is changing often, so keep up with these new changes by visiting our website and feel free to contact us at any time.

Terms and Definitions   http://www.uww.edu/icit/about

- **ICIT:** Instructional, Communication & Information Technology. The division that oversees and manages all technology related services on campus.

- **WINS:** Whitewater Information Network for students, staff and faculty to access student records, view course enrollment, view admission information and record /view grades.

- **D2L**: Desire2Learn is the learning management system for UW-Whitewater.

Access   http://www.uww.edu/icit/services

- **Net-ID and Password:**

  Your Net-ID and password are the username and password you will use to log into and access UW-Whitewater resources, such as campus computers, email and file storage. By default, your new password will be set to your employee ID number. The first time you use your Net-ID and password you will be required to change your password. You will also be prompted to enter challenge questions that will allow you to reset your password in the future. You will be prompted to change your password every 180 days.

  Effective June 15th, 2017 all members of the campus community will have to read and agree to abide by the **Acceptable Use policy**. http://www.uww.edu/icit/policies-agreements/acceptable-use-policy

- **Wireless Connectivity:**

  Wireless network access is available in all of the major academic and administrative buildings, as well as outdoor areas on campus. For help connecting to the UWW campus Wi-Fi, please visit http://www.uww.edu/icit/services/network-connectivity.

  For instructions on connecting your mobile device, please visit: http://www.uww.edu/icit/services/mobile-devices.

- **Remote Access:**

  All staff and faculty have the ability to access their UWW documents and folders remotely. To do so, you must first install the Cisco Any-Connect VPN client. For more information on installing and using the AnyConnect VPN client, please visit: http://www.uww.edu/icit/services/remote-access.

- **Printers:**

  You can connect to printers on campus by going to http://print.uww.edu, selecting your building and floor, then double-clicking on the desired printer. For detailed instructions on connecting to campus printers, please visit: http://www.uww.edu/icit/services/printing-employees

- **Software:**

  Your computer comes with a variety of pre-installed software. Additional software such as Adobe Creative Cloud Suite can be installed at anytime by using Zenworks for PCs and Self-Service for Macs. For more information on using ZenWorks or Self Service, and installing additional programs on your computer, please visit: http://www.uww.edu/icit/services/tech-purchasing#tab_SoftwarePurchasing

- **Academic Software:**
  You are also provided a variety of academic software which are installed in computer labs and classrooms across campus. Deployment is customized to each college:
  College of Business and Economics
  College of Arts and Communications
  College of Education and Professional Studies
  College of Letters and Science

ICIT Services

File Storage

As an employee of UW-Whitewater you have access to a number of methods to store work-related material. UWW provides both cloud storage and network file storage.

● **Google Drive and Microsoft Office 365 (Cloud Storage):**

Google Drive (for collaboration) and Microsoft OneDrive (for individual use) provide you with unlimited online storage space to store non-sensitive files. To use Google Drive or Microsoft Office 365, you must use a web browser to access files from any internet-connected device (e.g., computer, tablet, or mobile device). Both applications allow you to share files and folders with individuals inside or outside of the UWW system and allow for real-time collaboration of documents. These apps also provide a variety of tools to help you create documents and spreadsheets without the need to install software on your computer. For more information on Google Drive, visit: http://www.uww.edu/icit/services/google. For more information on Microsoft Office 365, please visit: http://www.uww.edu/icit/4u/proplus

● **Network File Storage (local storage):**

Network file storage is storage available to UWW staff and faculty on servers hosted on the UW-Whitewater campus. These servers are backed up regularly and should be used to store sensitive UWW data. Network drives are mapped to your campus computer based on your Net-ID. A number of different network drives are available to you once you log into a campus computer:

　　● **Shared Department Files (H:):** Store and share files related to your department.

　　● **Shared Project Files (T:):** Store and share files that are shared across multiple departments.

　　● **Individual Storage (G:):** Store work-related files for your use.

Communication   http://www.uww.edu/icit/services

● **Phones—Voice Communications (Cisco VoIP) :**

UW-Whitewater uses Cisco Voice over Internet Protocol (VoIP) phones to provide voice communication services. VoIP provides a number of options and features, including unified communications where voicemail is integrated with your email and instant messenger (Jabber) client. Phone settings, contacts/speed dial settings, and voicemail settings are all accessible via the web. For more information on accessing your phone and voicemail settings, please visit: http://www.uww.edu/icit/services/phones.

● **Email (Microsoft Outlook and OWA):**

Microsoft Outlook is installed on every campus computer to manage emails, view calendars, and schedule appointments. You can also access your UW-Whitewater email account, both on and off campus, through a web-based version of Outlook called Outlook Web Access (OWA) at http://post.uww.edu. OWA works in a web browser from any computer anywhere allowing you to access your UWW emails, contacts, tasks and calendars. For more information on UW-Whitewater email, please visit: http://www.uww.edu/icit/services/email-employees.

● **Instant Messenger (Jabber):**

UW-Whitewater offers Cisco Jabber as the campus Instant Messenger service for employees (including student employees). In addition to instant messaging, Cisco Jabber gives faculty and staff the ability to take and receive calls, view call history, and manage voicemails. Cisco Jabber comes pre-installed on all campus-owned computers. For more information on Cisco Jabber, please visit: http://www.uww.edu/icit/services/instant-messenger-jabber.

● **Web Conferencing (WebEx):**

WebEx is a web conferencing tool that allows you to virtually meet with colleagues anywhere in the world using your internet connection and web browser. With WebEx, you can host virtual meetings online using audio and video, share presentations and files, chat (instant messenger) with others and conduct online presentations using screen sharing. For more information on WebEx, please visit: http://www.uww.edu/icit/services/webex.

● **InformaCast Emergency App:**

UW-Whitewater uses the InformaCast mobile app to send push notifications to your smart phone in the event of an emergency. To download the app, select the "Register" button and log in with your netID and password. An email will be sent to your UW-Whitewater email address with download instructions. InformaCast is available for iOS and android phones. https://informacast.uww.edu/informacast/

UNIVERSITY OF WISCONSIN WHITEWATER

Instructional, Communication & Information Technology

IT Security Solutions   http://www.uww.edu/icit/services/it-security

ICIT is committed to providing a secure computing environment for students, faculty and staff. ICIT provides various resources to keep our community secure both on campus and at home:

- **Symantec Antivirus:**
  Symantec Antivirus software comes pre-installed on all campus computers and is also available to faculty, staff and students to use on their personal computers FREE of charge. You can download this software by going to: http://www.uww.edu/icit/services/antivirus.

- **Spam Filtering (Ironport):**
  Ironport is a network-based anti-spam service that discards emails that have a high probability of being spam. Ironport places questionable emails into quarantine so users can determine if the emails are spam. Users receive a daily message notifying them of their potential spam list. To learn more about Ironport, please visit: http://www.uww.edu/icit/services/spam-filtering.

- **IT Security Awareness Training:**

  The online Computer Security Awareness Training course helps to maintain a safe computing environment for all members of the campus community. Employees will have 30 days after their start date to complete the course. The course is approximately one hour and provides information on safe practices when computing on campus or remotely, and when using a campus-owned or personal computer. Employees will receive an email notification with further informations regarding instructions and deadlines for completing the course. Security Training Link

Technical Support (TSC Helpdesk)   http://www.uww.edu/icit/get-help

The TSC Helpdesk employs a knowledgeable team of UWW students and staff that are available to help with most UWW technology-related services. They are the first point of contact for all technical support needs. You can contact them by:

- **Phone:** 262-472-HELP (4357)
- **Email:** helpdesk@uww.edu
- **Open a ticket:** http://www.uww.edu/icit/get-help

IT Training   http://www.uww.edu/icit/services/tech-training

There are numerous software training and documentation options for UW-Whitewater employees, with a focus on the software used in administrative offices throughout campus. We provide a number of hands-on, live training seminars, a 24/7 online video tutorial service and custom training support for all of your business needs. Some of these services include:

- **Technology Open House:** Each year ICIT hosts an annual event designed to promote and teach faculty and staff about campus technology, as well as provide a better understanding of available resources. http://www.uww.edu/icit/toh

- **Hands-On Training:** Small group technology training on the numerous ICIT services available on campus. See signup.uww.edu for a list of courses.

- **Lynda.com:** Online video courses on numerous business computer technologies available through http://www.uww.edu/icit/services/lynda

- **Custom Training:** Training requested by a department or individual on a specific business related software function or hardware technology. For more information on customized software training, please visit http://www.uww.edu/icit/services/tech-training.

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