University of Wisconsin Whitewater | Instructional, Communication and Information Technology

Returning to Campus Technology FAQs

1. How Do I Remove Call Forwarding?

To remove call forwarding, simply press the **CFwdALL** or **Forward Off** soft key button to disable. The call forwarding message should now disappear.

2. How Do I Return my Borrowed Laptop?

If a laptop was borrowed from the ICIT Help Desk, please contact the Help Desk at (262) 472-4357 or helpdesk@uww.edu to schedule an appointment to drop off the laptop. Please remember to remove any files you may have saved locally on the laptop prior to returning it. If the laptop was borrowed from your department please follow your department procedures for returning the device.

3. My Computer Won't Turn On.

Check that the desktop or docking station black power cord is plugged in. Confirm monitor is turned on. Please don't unplug or plug-in any network cables.

4. My Computer is "Frozen."

Upon returning to campus you may find your desktop device in a frozen state or with an error on the screen. Please try powering off the device for 2 minutes, and then turning it back on. In most cases, this will resolve the issue. If the issue persists please contact the Help Desk at (262) 472-4357or helpdesk@uww.edu.

5. I am Getting an Error Message When Logging in.

If your desktop computer has been turned off for an extended period of time it may have an issue when it is powered back on again. If you receive the following message when attempting to log in, *"The security database on the server does not have a computer account for this workstation trust relationship"*, please contact the Help Desk at (262) 472-4357or helpdesk@uww.edu.

6. I am unable to access email or Wi-Fi when on Campus.

If you changed your password while working remotely and have campus Wi-Fi on your cell phone you may inadvertently lock yourself out when you return to campus.

To prevent that, forget (remove) the UW-W Wi-Fi network on your cell phone prior to coming back on campus. You can re-add the UW-W Wi-Fi network with your current password. You can find instructions at https://www.uww.edu/icit/services/networkconnectivity#TrainingDocumentation

7. Reconnecting to Campus Wi-Fi.

If you need to reset-up access to the UW-W wireless network on your laptop or phone you can find instructions at https://www.uww.edu/icit/services/networkconnectivity#TrainingDocumentation