

Welcome to UW-Whitewater

Information Technology Guide for Staff and Faculty

Updated: December, 2020



Access
File Storage
Communication
Security
Support



University of Wisconsin
Whitewater

Instructional, Communication
and Information Technology



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.
- **CANVAS:** Canvas 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 used 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 360 days.

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 UW-W 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 UW-W 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 visiting: <https://www.uww.edu/icit/services/printing> If you would like to request the purchase of a printer for your office (with managers approval), you may find them through the Service Catalog: <https://www.uww.edu/icit/services/tech-purchasing#HardwarePurchasing>

- **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 Software Center for PCs and Self-Service for Macs. For more information on installing additional programs on your computer, please visit: <https://www.uww.edu/icit/services/self-service-software-installation>

- **Lab Software:**

You are also provided access to a variety of academic software which are installed in computer labs and classrooms across campus. For a complete list of Academic Lab Software, please visit: <https://www.uww.edu/icit/services/computer-labs-academic#LabSoftware>

- **Virtual Apps:**

With Citrix Virtual Apps, UW-W faculty, students and staff can access dozens of academic software applications from anywhere and on any device. For more information please visit: <https://www.uww.edu/icit/services/virtual-lab>

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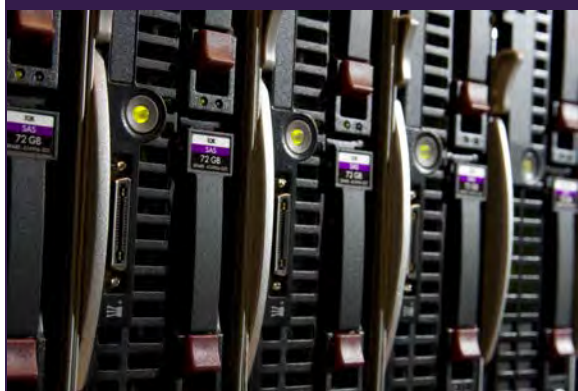
Antivirus

Spam Filtering

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IT Training



File Storage

As an employee of UW-Whitewater you have access to a number of methods to store work-related material. UW-W 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 UW-W 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 UW-W staff and faculty on servers hosted on the UW-Whitewater campus. These servers are backed up regularly and should be used to store sensitive UW-W 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: <https://www.uww.edu/icit/services/file-storage#Description>
 - **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>. 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. For more information, please visit: <https://www.uww.edu/icit/services/instant-messenger-jabber>
- **Communication and Collaboration Tools (Webex Teams and Webex Meetings):** **Webex Meetings** is a web conferencing tool that allows you to virtually meet with colleagues anywhere in the world using your Internet connection and web browser. **Webex Teams** is ideal for projects that require continuous team engagement, context, and persistent history, such as committees, course group work, student organizations, department projects, and more! Webex Teams simplifies collaboration by incorporating three ways to interact in one location: video meetings, group messaging, and file sharing. <https://www.webex.com/downloads.html>
- **Emergency Alerts:**
In the event of a campus emergency, UW-W has the ability to send emergency text message alerts directly to your mobile phone. You can sign up for these alerts by filling out the online form here: <https://my.uww.edu/alertinfo>



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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:

- **AVG Antivirus:**
Campus-owned devices come pre-installed with antivirus software. For UW-W faculty and staff, an antivirus program is required in order to connect to campus Wi-Fi. It is also recommended to install antivirus software on your personal device. You may download AVG for free by visiting: <https://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>.

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

The Helpdesk employs a knowledgeable team of UW-W 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>

Canvas and Canvas Support <https://www.uww.edu/canvas>

Canvas is the learning management system used across UW-System. It is used to support faculty offering for-credit courses, and staff non-credit trainings. Support is available 24-7 by going through phone chat or email. Over 90% of issues encountered by employees and students are handled by this tier 1 support, and issues that can not be handled this way are escalated to the correct support personnel without extra steps needed by you.

- **Phone:** 833-811-3208
- **Email:** support@instructure.com
- **Chat:** <https://www.uww.edu/canvas>

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

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 teaching and business needs. Some of these services include:

- **Hands-On Training:** Small group technology training on the numerous ICIT services available on campus. See signup.uww.edu for a list of courses.
- **LinkedIn Learning:** High-quality online instructional videos featuring recognized industry experts. <https://www.uww.edu/icit/services/linkedin-learning>
- **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>.

