

Welcome to UW-Whitewater

Information Technology Guide for Instructors and Staff

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University of Wisconsin
Whitewater

IT Services (ITS)



IT Services

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Welcome to UW-Whitewater!

This packet will introduce you to key digital practices at UW-Whitewater. You'll find additional services and training at our website: <http://www.uww.edu/icit>. Our technology environment changes often; keep up with new changes by visiting our website and reading the technology newsletter, Connect IT, delivered to your inbox. And, feel free to contact us any time, see <https://www.uww.edu/icit/get-help>.

Terms and Definitions

- **IT Services:** The division that oversees and manages all technology related services on campus. IT Services is undergoing a name change-- our former name is ICIT.
- **WINS:** Whitewater Information Network for Students. Used to access student records, course enrollment, admissions information, grades and other student-related information. Tutorials on using WINS are available from the Registrar's Office at <https://www.uww.edu/registrar/wins>.
- **Canvas:** The learning management system for UW-Whitewater.

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

- **Net-ID and Password (Identity and Access Management)**

Your Net-ID and password are used to log into and access UW-Whitewater resources, such as campus computers, email and file storage. The first time you use your Net-ID and password you will be required to change your password. 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>.

- **Multi-Factor Authentication (Identity and Access Management)**

Multi-Factor Authentication (MFA) with Duo provides secure access to UWW and UW System applications when used in conjunction with a Net-ID login. MFA provides an extra layer of protection necessary for sensitive data. More information at: <https://www.uww.edu/icit/services/multi-factor-authentication>.

- **Wireless Connectivity (Network and Internet Access)**

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, visit <http://www.uww.edu/icit/services/network-connectivity>.

- **Remote Access (Network and Internet Access)**

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

- **Printers (Computer and Desktop)**

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 manager approval), you may find them through the Service Catalog: <https://www.uww.edu/icit/services/tech-purchasing#hardware>.

- **Software (Computer and Desktop)**

Your computer comes with a variety of pre-installed software. Additional software such as Adobe Creative Cloud Suite can be self-installed at any time by using Software Center for PCs and Self-Service for Macs. For more information, visit: <https://www.uww.edu/icit/services/computing-environment>.

- **Virtual Apps and Academic Software (Classrooms, Labs, and Testing Centers)**

With Citrix Virtual Apps, instructors, students and staff can access dozens of software applications from anywhere and on any device. These software applications are also available in computer labs and classrooms across campus. For more information see: <https://www.uww.edu/icit/services/virtual-apps>.



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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 Workspace and Microsoft 365 (Cloud Storage)**

Google Workspace and Microsoft 365 provide you with unlimited online storage space to store non-sensitive files. To use Google Workspace or Microsoft 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.

- For more information on Google Drive, visit: <http://www.uww.edu/icit/services/google>.
- For more information on Microsoft 365, visit: <https://www.uww.edu/icit/services/microsoft-office-365>.

- **Network File Storage (Local Storage)**

Network file storage is available to UWW instructors and staff on servers hosted on the UW-Whitewater campus. These servers are backed up regularly and should be used to store sensitive 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>.

- 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)**

UWW 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 (Webex) 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)**

The Microsoft Outlook desktop app is installed on every campus computer to manage emails, view calendars and schedule appointments. You can also access your UWW email account, both on and off campus, through a web-based version of Outlook called Outlook Web Access (OWA) at <http://outlook.com/owa/uww.edu>. For more information on UW-Whitewater email, please visit: <http://www.uww.edu/icit/services/email#employees>.

- **Communication and Collaboration (Webex App)**

The Webex App is installed on all campus devices. It serves as a multi-purpose communication tool providing instant and scheduled video conferencing, one-on-one and group messaging, file sharing, phone services and more. Webex offers secure communication and collaboration for a multitude of purposes like committees, course group work, student organizations, department projects, virtual meetings and more! Integrated with Canvas, instructors can leverage this tool to enhance student engagement. For more information, see <https://www.uww.edu/icit/services/messaging-and-collaboration>. In addition, all campus members can also access their Webex account to adjust settings, view recordings and schedule Webinars, for details see <https://www.uww.edu/icit/services/video-conferencing>.

- **Emergency Alerts**

In the event of a campus emergency, UWW 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 <https://www.uww.edu/icit/services/it-security>

Committed to providing a secure computing environment, ITS provides various safeguards to keep our community secure:

- **Antivirus Software**
Campus devices come pre-installed with Cisco AMP antivirus software. Personal computers connecting to the campus network will need antivirus software. Install AVG free at <https://www.uww.edu/icit/services/antivirus>.
- **Spam Filtering (Ironport)**
Ironport is a network-based anti-spam service that quarantines emails that have a high probability of being spam. Learn more at: <https://www.uww.edu/icit/services/it-security#cyberdefenses>.

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

The Help Desk employs a knowledgeable team of UWW students and staff to assist with most UWW technology-related services. IT Services employees use ServiceNow, a service management platform, to provide efficient, organized and tracked service and support. Engage support in a number of ways:

- **Phone:** 262-472-HELP (4357)
- **Email:** helpdesk@uww.edu
- **Self-Service:** Locate on-demand resources for using and troubleshooting campus technology, request services and items or submit a self-service ticket (incident) at helpdesk.uww.edu. To learn more about ServiceNow, [see our tutorial](#).

Canvas <http://www.uww.edu/canvas>

Canvas is the learning management system used across UW System. There is a vast array of information available to get you started with using Canvas at <https://www.uww.edu/icit/services/canvas>, including how-to guides, training resources, and general information. For support, instructors and students can contact Canvas 24-7 by:

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

Most issues are resolved by 24/7 support or routed to UWW support staff.

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

The Learning Technology Center (LTC) provides documentation and training on software, applications and systems for all UW-Whitewater employees to assist you in learning new or increasing your technology skills. You have both campus-specific training as well as on-demand resources like written documentation and video courses through LinkedIn Learning available to you.

- **Scheduled Training:** View our calendar at signup.uww.edu.
- **On-Demand:** ITS maintains a library of on-demand resources at helpdesk.uww.edu. To supplement campus-specific resources, LinkedIn Learning provides an extensive library of video tutorials, see: <https://www.uww.edu/linkedin-learning>.
- **Custom Consultations:** Departments or individuals can request consultations on instructional technology, applications, software and more: <https://go.uww.edu/ltc-consultation>.



All photos were taken by Craig Schreiner/UW-Whitewater



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