ICIT

Instructional, Communication & Information Technology

Service · Resources · Support · Information

Student Technology Guide

University of Wisconsin Whitewater

Instructional, Communication and Information Technology

Canvas Courses

Instructors use Canvas, an online learning management system, to provide students with anytime, anywhere access to course materials like syllabi, readings, lecture presentations and multimedia files. Access Canvas and 24/7 support at uww.edu/canvas.

Canvas information and how-to guides uww.edu/icit/services/canvas

TechQuest

TechQuest provides an online technology orientation for incoming students rich with resources to learn about available technologies on campus. All new students are encouraged to complete this program. go.uww.edu/techquest

ICIT Terms

WINS - Students log in to **Whitewater Information Network for Students** to sign up for classes, view their student bill, change personal information, check their schedule and more. For more information visit uww.edu/registrar/wins/student-wins

VPN - When not on campus, students can use the **Virtual Private Network** for remote access to Citrix Virtual Apps and other services. uww.edu/remote-access

SN - The ICIT Help Desk uses **ServiceNow** to manage support tickets, also called incidents, when students need assistance with technology. helpdesk.uww.edu

KB - Within SN, **Knowledge Base** articles provide on-demand access to instructions on using and troubleshooting campus supported technologies.

MFA - Multi-Factor Authentication with DUO allows your UWW accounts to stay secure by requiring your phone in addition to your password when logging into applications.

ICIT Help Desk

📞 **(262) 472-HELP (4357)**

✉️ **helpdesk@uww.edu**

🧍 **Andersen 2000**

Hours available at:
uww.edu/helpdesk

Self Service Support Portal

Find answers to common questions and submit your own support request on your schedule. Hardware, software and other items can all be requested all within one easy-to-use website!
helpdesk.uww.edu

Knowledge Base (KB)

We have hundreds of articles created by UWW staff to help answer your common questions. KB articles are created and updated regularly.
go.uww.edu/kb

On-Demand Video Library

Access multiple videos that have been created to help support the services available at UWW.
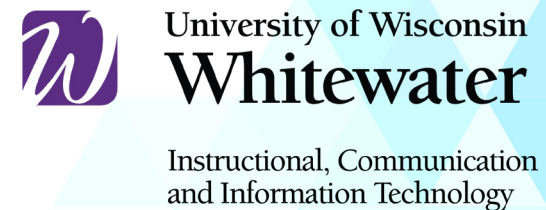go.uww.edu/on-demand

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Net-ID Username

UW-Whitewater students are assigned a unique Net-ID that functions as your username to access university resources.

Net-ID passwords expire every 365 days and you will receive email reminders to reset your password. Activate or reset your password at password.uww.edu.

Email & Office 365

Students access their email accounts with Outlook Web Access (OWA) at https://outlook.com/owa/uww.edu and receive 100GB of email storage. Download the Outlook App to access email on mobile devices.

Along with email, students have free access to Office 365 (O365), a cloud-based software solution with traditional Microsoft Office applications and new productivity tools.

Use O365 apps from your favorite web browser or install the desktop applications on up to 5 devices at no cost.
uww.edu/microsoft-office-365
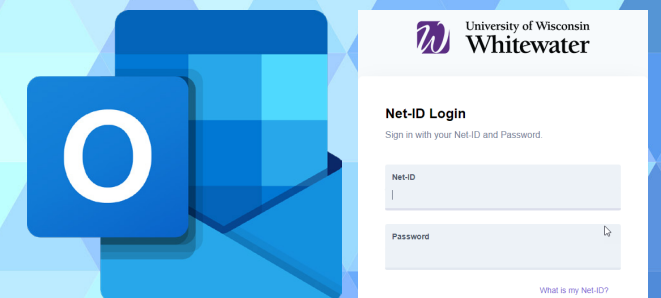
Google Workspace

Use your uww.edu email to access Google Workspace to easily create, share and collaborate from any internet connected device. uww.edu/google

Printing Services

Students can print university-related materials in dozens of computer labs across campus. All black and white printing is free. uww.edu/student-printing

Computer Labs

Six General Access labs across campus provide academic software, printing, private collaboration rooms and access to media equipment. uww.edu/ga-labs

LinkedIn Learning

LinkedIn Learning offers a vast online library of instructional videos covering education, business and creative software. uww.edu/linkedin-learning

Virtual Apps

Access dozens of academic software applications from anywhere on or off campus from your personal device. uww.edu/virtual-apps

Webex

Communicate and collaborate using Webex! Meet with classmates or instructors from anywhere on any device with Webex scheduled or instant video meetings. Additionally, Webex messaging, whiteboarding and file sharing makes it ideal for group projects, student orgs and more. uww.edu/webex

A/V Checkouts

A/V Checkouts provides media equipment rental including HD camcorders, wireless mics, cameras, projection screens and portable audio systems for free. uww.edu/av-checkouts

Antivirus Software

Install antivirus software on your devices to keep them secure and to help protect the UW-W network. uww.edu/antivirus

Welcome to UW-Whitewater

Our dedicated team of over 50 talented individuals, which includes student employees, supports the technology needs of the UW-Whitewater community. ICIT provides high-quality customer service and expertise on more than 50 campus technology services. We are here to enable your success!

uww.edu/icit

Join Our Team!

uww.edu/student-application

Interested in joining the ICIT Team? We are always looking for hard-working, motivated students to join us!

- Hands-on tech training
- Flexible Hours
- Performance-based raises
- Fun and friendly work environment

Shopping List

Not sure what technology students need? Purchasing a computer isn't required since students can use computer labs, borrow laptops from the library, and have free access to software. For those making purchases, we put together a list of recommendations. uww.edu/icit/student-shopping-list
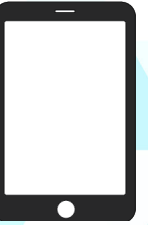
Purchase discounted hardware and software through the 4U program. Take advantage of great savings today! uww.edu/icit/4u

Mobile Apps

Find all the recommended mobile apps for students with links to download them at uww.edu/mobile-apps.

IT Security

ICIT has several resources regarding cybersecurity best practices and training. uww.edu/it-security

Suspicious emails should be attached and sent to suspiciousemail@uww.edu.

Internet Access

Wireless network access (WiFi) is available in all of the major academic and administrative areas as well as outdoor areas on campus. uww.edu/network-connectivity

Wired connectivity is provided for students in the residence halls through ResNET. uww.edu/housing/resnet

TikTok

@UWWICIT