

# INFORMATION SERVICES & TECHNOLOGY

## 2023 IT SUPPORT & COMPUTING RESOURCE GUIDE

### PRE SEMESTER TO DO LIST

#### Find Support Articles

Direct links to IT-related resources and all topics on this brochure can be found using the QR code below.



#### Student Workers Needed

IS&T offers administrative and technical support roles for students up to 20 hours per week.

- Administrative Support
- Computer Deployment
- Customer Service
- Multimedia Services
- Networking
- Video Editing & Production
- Technology Training

Use this QR code to apply.



#### Get Equipped

WCU systems, services, and applications are mobile friendly, platform agnostic and device independent to provide a positive experience on any preferred device(s).

- Open-use computer labs (FHG Library, Sykes Student Union)
- Discounts on equipment purchases (Laptops, Desktops, and Tablets)
- Short-term laptop lending options through FHG Library (7 days)
- Moon Shot for Equity, Long-term laptop lending program through IS&T (2 semesters)

#### Get Connected

**RamNet** is a secure wireless network which students and employees can connect their phones, tablets, and laptops using their WCU username and password.

- Smart devices such as streaming devices, game consoles, Echo/Alexa, smart TVs etc. will connect to the **RamNet-Guest** wireless network and must be registered in **ClearPass** before they can be connected to Wifi.



Still have questions?  
Call us at 610-436-3350  
<https://wcupa.edu/servicenow>

#### Find your courses on Brightspace by D2L

Login to D2L to access courses, academic resources, and collaborate with faculty and peers.

- Courses will not appear until faculty set them to *ACTIVE*
- Download the PULSE app to view content offline
- Access academic support sites such as *Navigating Digital Learning*

#### Complete Cybersecurity Training

A brief Cybersecurity Awareness training module is built in D2L for all students to complete before classes start. Cyber-attacks are intended to scam users, steal identities and cripple infrastructure. Be Cyber Smart; Think Before You Click!

#### ServiceNow AI Virtual Agent

Search for support articles, submit a ticket or ask the Virtual Agent questions like:

- *Where can I find computer discounts?*
- *How to I connect a device to RamNet?*
- *What is RamCloud?*
- Or try typing keywords like, *D2L, myWCU, RamCast, or Zoom*

Download the  
**NOW Mobile App**



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## NEW STUDENT

## COMPUTING RESOURCE GUIDE

### NOW Mobile App

Download the NOW Mobile App to interact with IS&T from your mobile device. Search Knowledge Articles, browse services, submit tickets, and stay up--to-date on the latest notifications from IS&T.

#### Step 1: Download the App

##### ANDROID



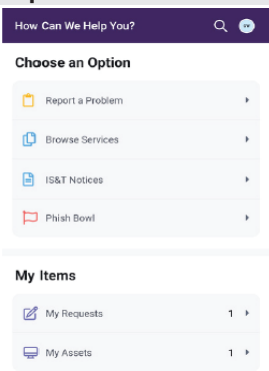
##### APPLE IOS



#### Step 2: Enter our Address

wcupaprod.service-now.com

#### Step 3: Browse our Services



## SOFTWARE APPLICATIONS & TOOLS

### Office 365 Suite

Microsoft Office 365 is a tool set that includes the Office productivity tools such as Word, Excel and PowerPoint, as well as others, on your computer, on your mobile device and online via web browser in the cloud. It also includes OneDrive for local and Cloud storage of files.

- Accessible from any device
- 1 TB storage space in OneDrive
- MS Outlook is the primary tool for email and calendar

### Google Workspace

Google Workspace for Education is a collection of cloud computing, productivity and collaboration tools, software and products including Google Drive which bundles storage and core set of apps like Google Docs, Slides, Sheets and Sites.

- Secondary storage solution to Microsoft Office & OneDrive (Google Drive)
- **Not available:** G-Mail, Calendar, Google Hangouts.

### Brightspace Pulse App

Brightspace Pulse is a mobile app that can help learners stay connected and on track with their courses in Brightspace Learning Environment (D2L).

- Easy view of course calendars, readings, assignments, evaluations, grades, and announcement items.
- Schedule view and weekly visualization enables learners to quickly at a glance view what is due.
- Real-time alerts can let learners know when classes are canceled, rooms are moved, or new grades are available.

### RAMCloud (VDI - Virtual Desktop Infrastructure)

RAMCloud is a virtualized software environment that effectively delivers software applications to the university community, and features virtual desktop, D2L Integration, Cloud storage access, and virtual classroom.

- Accessible from any device
- Apps and Desktops will launch directly in a browser
- Upload and download files directly to/from D2L from the RamCloud virtual desktop

### LinkedIn Learning

LinkedIn Learning is an online learning platform with a digital library with thousands of videos covering a wide range of personal, technical, business, software, and creative topics.

- Develop personal skills like time management, personal finance, interview and resume building, etc.
- Connect microcredentials to LinkedIn Profiles