

West Chester University

IS&T Technology and Resource Guide

For up to date information visit [Back to Campus Checklist & Best Practices in ServiceNow Knowledge Base](#)

Technology Support & Computer Resources

IS&T Help Desk and ServiceNow

www.wcupa.edu/infoservices/servicenow

Visit **ServiceNow** to *submit a ticket*, search the *knowledge base* of support articles, or ask the AI *Virtual Agent* common technology questions, such as:



- I do not see my courses in D2L. Help!
- How do I connect a device to RamNet?
- What is RamCloud, and how do I log in?
- Where and how can I print my files?

Tip: Visit the Knowledge Base in ServiceNow for a variety of tips, directions, and best practices.

Get Connected

www.wcupa.edu/infoServices/serviceNow/network.aspx

RamNet is a secure wireless network for students and employees. Connect phones, tablets, and laptops using your WCU username and password.



Smart devices such as streaming devices, game consoles, Echo/Alexa devices, and smart TVs connect through RamNet-Guest and must be registered in ClearPass before they can connect to Wi-Fi.

Student Computer Resources

www.wcupa.edu/infoServices/serviceNow/resourceLinks.aspx

- Educational Discounts & System Requirements.
- Open-use computer labs (FHG Library, Sykes Student Union).
- Equipment Lending Programs (FHG Library and Moon Shot for Equity).
- **RamPrint** - print from any location when connected to RamNet using any device.



Tip: Laptops can be checked out for a short-term loan in-person at the FHG Library circulation desk.

D2L Learning Management System

Access Courses in Brightspace by D2L

<https://www.wcupa.edu/infoServices/d2lServices>

Log in to Brightspace by D2L, WCU's Learning Management System, to access course materials, assignments, announcements, and academic support resources.



- A course will not appear until faculty set it to active.
- Download the Brightspace Pulse app to view course content and stay updated.
- Access to academic support sites such as Navigating Digital Learning.
- **To access D2L, visit www.wcupa.edu and select MENU > D2L, or go directly to <https://d2l.wcupa.edu> in your browser.**

Tip: Download the Brightspace Pulse Mobile App to stay connected and on track with courses in D2L.

IS&T Help Desk | 610-436-3350 | Anderson Hall, Room 119

To access this IS&T Resource Guide online, visit www.wcupa.edu/fast and select IS&T Resource Guide

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Software, Applications, Cybersecurity & Tools

Microsoft 365

www.wcupa.edu/infoServices/microsoft365

Microsoft 365 includes productivity tools such as Word, Excel, PowerPoint, Outlook, and OneDrive. You can use these tools on a computer, mobile device, or web browser, and store files in OneDrive.

- MS Outlook is the primary tool for email and calendar.
- M365 is accessible from any device.
- 1 TB storage space in OneDrive.



Google Workspace

www.wcupa.edu/infoServices/google.aspx

Google Workspace for Education provides cloud-based productivity and collaboration tools, including Google Drive, Docs, Slides, Sheets, and Sites.

- Secondary storage option alongside Microsoft 365 and OneDrive.
- Not available: Gmail, Calendar, or Google Hangouts.



RAMCloud

www.wcupa.edu/ramcloud

RAMCloud is WCU's virtual desktop environment. It provides browser-based access to software applications, virtual desktops, D2L integration, cloud storage access, and virtual classroom tools.

- 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

www.wcupa.edu/linkedinlearning

- LinkedIn Learning offers thousands of on-demand videos covering personal, technical, business, software, and creative topics.
- Develop skills like time management, study skills, personal finance, interviewing, résumé building, and link micro-credentials to LinkedIn profile.



Cybersecurity Awareness

www.wcupa.edu/information

Security works best when we all take part. IS&T promotes safe online activity and strong security best practices across the campus community. Each year you will complete a brief Cybersecurity Awareness training to protect both individual and campus systems. Because cyberattacks are designed to steal information and disrupt services, remember to **be cyber smart and think before you click**.

