Orientation: Student Technology Introduction

On this page you will find information and links regarding technology resources mentioned in the UW-Eau Claire Campus Technology summer orientation session. This page will be updated periodically to include the most up-to-date information and links.

- Technology Help
- Campus Technology Resources
- Online Systems
- Campus Networks
- Security
- Purchasing Technology
- Hardware and Software Discounts

Technology Help

LTS Help Desk
The LTS Help Desk is the front line of support for technology services anywhere on the UW-Eau Claire campus including campus technology, systems, and academic spaces. The Help Desk provides free troubleshooting for personal student computers. In addition, the LTS Help Desk also coordinates the referral of student, faculty, and staff questions to appropriate LTS resources.

Website: https://www.uwec.edu/learning-technology-services/services/lts-help-desk/
Phone: (715) 836-5711
Email: helpdesk@uwec.edu
Office: Vicki Lord Larson Hall 1106

LTS Training Center
LTS Training empowers students, faculty, and staff by providing the training they need to advance their technology skills. We provide free, efficient, hands-on software training for the campus community, specializing in a wide range of introductory software skills. Our goal is to have a broad impact, with particular emphasis on new students, faculty, and staff.

Website: https://www.uwec.edu/learning-technology-services/services/training/
Phone: (715) 836-5157
Email: training@uwec.edu
Office: Vicki Lord Larson Hall 1132A

Campus Technology Resources

Computer labs are available in most of the academic buildings. The lab located in Vicki Lord Larson Hall 1132 is open 24 hours a day, seven days a week. You can access the Vicki Lord Larson

Hall 1132 lab after normal building hours by using the Blugold Card security swipe on the riverside entrance of McIntyre Library or on the exterior doors of the Breezeway between Vicki Lord Larson Hall and Schofield Hall.

Virtual Lab (VMWare Horizon)
UW-Eau Claire has a virtualized computer lab environment, which is available from any computer with an internet connection. This gives you access to a great deal of University software and resources without actually having to be in a lab. Point your web browser to virtual.uwec.edu to use this service online or down load the desktop client.

Student Equipment Checkout
Students currently enrolled at UW-Eau Claire are eligible to checkout a variety of technology, such as laptops, cameras and other technology, from McIntyre Library Circulation Desk.

Mobile Printing
In three simple steps the new PaperCut mobile printing solution allows you to print directly from a computer or smartphone, walk up to any of the PaperCut printers on campus, and release your document on-demand. You will also have options to create copies or scan documents directly to your University email account. For more info, please visit the Mobile Printing knowledge base article.

Cloud Storage
Students have cloud-based storage options available through Microsoft OneDrive. This service offers simple access through the OneDrive web portal, via the desktop application on a personal or lab computer, and from mobile devices. It's also closely integrated into the Microsoft Office suite of applications.

Online Systems

MyBlugold CampS
CampS is our online tool for managing student academic, financial, and personal information. Among its many functions are the course registration system, degree audits, and billing information.

Canvas
Canvas is an innovative learning management system used by UW-Eau Claire faculty and instructional staff to enhance face-to-face instruction or teach courses totally online. Canvas allows "anytime, anywhere" access to course-related files, electronic drop boxes for assignments, online quizzes and tests, e-mail, and grades.

Omnilert Emergency Notification System
If there should ever be an emergency that would effect campus, the campus emergency notification system would alert you from a number of campus systems (email, webpage, University computers). A notification can also be sent to your personal cell phone and non-University email address. For more information on how to configure the Omnilert system on your personal technology, please visit the University Emergency Information webpage at uwec.ly/emergency.

UW-Eau Claire Email

Email is our campus web portal for the email system. Students should begin checking their campus email before classes begin. You can also find it linked from most campus web pages by clicking the envelope icon on the left side of the toolbar at the top of campus webpages. For more info on adding your University email account to your phone, please refer to the following Knowledge Base articles:

Set up email on your Apple iOS devices

Set up email using the Outlook app on your Google Andriod Devices

Campus Networks

Students should use the WiFi network named **UWEC**. You'll find it available in all University buildings and outdoor spaces. When you connect to this network, you will be prompted to provide your University login credentials before you are able to connect.

For other devices such as gaming consoles, SmartTV's and other non-standard devices that you would like to use in the residence halls, use the "UWECreshall" network SSID. You will need to first register your device's MAC Address at http://mydevices.uwec.edu/ in order to connect to this network.

How to Find Your Devices MAC Address

Security

Passwords

There is a lot of information about you stored in your account. Remember that the key to your University account is your password. Make certain that it is unique and never share it with anybody. Use the following links for information about changing or resetting your UW-Eau Claire password: Change or Reset Your UWEC Password

Two-Factor Authentication (Duo Security)

Two-Factor authentication provided by Duo Security adds another layer of protection to your University account. When logging into certain University systems with your password, Duo will provide a prompt for you to confirm by either allowing or denying access. This helps prevent unwanted access to University systems if the student did not initiate the request. For more information, please read our overview of the Duo System. All new students will receive an enrollment email for Duo Security shortly after they have registered for classes.

VPN

In order to access your Shared Drives from your computer or device from an off-campus location, you must connect to our network via a VPN. Refer to the VPN Installation and Use (GlobalProtect) guide for more information.

Phishing

Phishing is an attempt to acquire important personal information, such as passwords or credit card numbers, by pretending to be a legitimate resource. A common way to accomplish this sort of attack is via phishing emails. There has been an influx of phishing email attacks against university users, making knowledge about phishing attacks and password security incredibly important for UW-Eau Claire faculty, staff, and students. Remember that the University will never ask for

personal information over email. Always examine email messages skeptically, and if you need help discerning if something is legitimate, contact LTS for help. For more information, you can read the Phishing Attacks article.

Copyright
Using University resources, such as the campus network, to violate copyright laws is a breach of the University code of conduct. For information on our file-sharing policy and the ramifications of breaching this policy, please refer to the UW-Eau Claire's File Sharing policy.

Purchasing Technology

Purchasing Technology Overview
If you're looking for some guidance when purchasing new technology, please refer to our Personally Owned Technology knowledge base article to get started. Always feel free to contact the LTS Help Desk if you have more specific questions.

College of Business Laptop Requirement
Students with majors in the College of Business are required to have a laptop and will need to bring it to class when instructed. You will find details on laptop specifications on UW-Eau Claire's Laptop Requirements page.

College of Nursing Laptop Requirement
All undergraduate students in the TBSN program track are required to have individual in-class access to a wireless-enabled laptop. You'll find details on the laptop specifications on UW-Eau Claire's BSN Laptop Requirements page.

Hardware and Software Discounts

University students, faculty, and staff have access to discounts on hardware and software for their personally owned computers and devices. Education discounts on computer hardware are available from both Dell and Apple. Use the following links to be connected to their UW-Eau Claire education stores.
Dell: http://dell.com/uwec
Apple: http://store.apple.com/us_edu_189120

For more information about hardware and software discounts, visit the Personally Owned Technology article.

Office 365
UW-Eau Claire is offering students access to Office 365. In addition to online services, Office 365 provides copies of the most current version of Office for both computers and mobile devices free of charge.

On the Hub

Through the UWEC On the Hub Software Download Center, it is possible for individuals with UW-Eau Claire accounts to install Microsoft products on their personal computers for free (or at a low cost).

Microsoft Imagine

Microsoft Imagine is a service that supports technical education by providing Microsoft software for learning, teaching, and research purposes.