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.

Where to Find Technology Help

**LTS Help Desk**
The LTS Help Desk is the front line of support for technology services 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: [http://www.uwec.edu/lts](http://www.uwec.edu/lts)
Phone: (715) 836-5711
Email: helpdesk@uwec.edu
Office: Vicki Lord Larson Hall 1106

**ResCom Help Desk**
The ResCom Help Desk is UW-Eau Claire’s support team for the computing and networking infrastructure within Housing & Residence Life. ResCom provides free troubleshooting for personal student computers and the Internet connections within the residence halls. ResCom may also check for and clean any security, spyware, or virus exploits on personal student computers.

Website: [http://rescom.uwec.edu](http://rescom.uwec.edu)
Phone: (715) 855-4271
Email: rescom@uwec.edu
Office: Towers Hall 113
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 & Lab Resources

Computer labs are available in most of the residence halls and academic buildings. The residence hall labs and the lab located in Vicki Lord Larson Hall 1132 are open 24 hours a day, seven days a week. Access to the residence hall is restricted to residents of each hall. 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 download 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 Webmail
Webmail 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 Android 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 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 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) - All Students Must Enroll By October 6th, 2020.
Two-Factor authentication provided by Duo Security adds an other 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 help 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.

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 New 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 Admission Requirements page.

Running Windows on a Mac
Students who need to run Windows on their Mac are able to do so. For more information on how to do this, visit the Installing Windows on a Mac article.

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://www.dell.com/en-us/member/shop?
cs=2236&scat=root&link_number=29215843&isredir=true


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.

**WISC**

Students also have access to the Wisconsin Integrated Software Catalog. There you will find discounts on many software packages that are used in various disciplines around campus.

**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.