

Orientation: UWECBC Student Technology Support

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On this page you will find information and links regarding technology resources mentioned in the UW-Eau Claire – Barron County Campus summer orientation session and more. 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 including campus technology, systems, and academic spaces. Also, the LTS Help Desk also coordinates the referral of student, faculty, and staff questions to appropriate LTS resources.

Website: <http://www.uwec.edu/lts>

Phone: (715) 836-5711

Email: helpdesk@uwec.edu

ECBC Help Desk

The ECBC Help Desk is the front line of support for technology services on the UW-Eau Claire—Barron County campus. The Help Desk provides free troubleshooting for both campus technology and personally owned technology. In addition, the LTS Help Desk also coordinates the referral of student, faculty, and staff questions to appropriate LTS resources.

Services Include:

- Front Line technology support for the UW-Eau Claire – Barron County Campus classrooms and office
- Answer basic student questions regarding services, locked accounts, Duo, etc.
- Printing Support
- Blugold Card

Website: <http://www.uwec.edu/lts>

Phone: (715) 788-6254

Office: Meggars 154 (next to Solution Center)

A variety of documentation is available through [UWEC Knowledge Base](#) to help you navigate technology issues during your time on campus.

Campus Technology & Lab Resources

Computer Labs

University of Wisconsin-Eau Claire

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The University of Wisconsin-Barron County General Access Computer Lab is located in the library. This room is open during regular library hours for use by University of Wisconsin-Barron County students, faculty and staff. Each station has software supporting word processing, spread sheets, an internet browser and various programs used by individual university classes.

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 software and resources without actually having to be in a lab.

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 printers listed below, and release your document on-demand. You will also have options to create copies or create PDF scans of documents that get emailed to you. For more info, please visit the [Mobile Printing](#) knowledge base article.

Cloud Storage

Students have cloud storage options available through [Microsoft OneDrive](#). This service offers simple access from via the desktop application on your personal computer, through the OneDrive web portal, and from your mobile devices. It's also closely integrated into the Microsoft Office suite of applications.

Online Systems

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.

For info on commonly used CampS functions for students, take a look at the following knowledge base article: [CampS for Students](#)

UWECBC Card

The UWECBC Card Account is an optional debit card account that is more convenient and safer than cash. You may also use your UWECBC Account to pay for recreational activities and printing services. For more info on the UWECBC Card or to check balances and make deposits, please visit uwec.ly/bccard.

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-Baron County Webmail

[Webmail](#) is our campus web portal for the email system. Students should begin checking their campus email before classes begin. For more info on adding your University email account to your phone, please refer to the following Knowledge Base articles:

[Set up your email on iOS Devices](#)

[Set up your email using the Outlook app on Android Devices](#)

Campus Networks

Students should use the WiFi network named UWECBC. You'll find it available in all University buildings and outdoor spaces. After you've connected to the network, you'll be prompted for your University credentials to complete the registration process.

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 – Barron County password:

[Change or Reset password](#)

[Forgot password](#)

Multi-Factor Authentication (Duo Security)

Multi-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](#).

Personally Owned Technology

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

Apple: http://store.apple.com/us_edu_189120

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.

For more information about hardware and software discounts, visit the [Personally Owned Technology](#) article.

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.
