

# Technology at Worcester State University – Students

ver. July, 2011

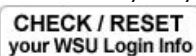
Welcome to Worcester State University! Computers and the internet play an important role in your academic and social activities. Listed below is a brief introduction to the many technology resources at the University. For additional information on any of the items listed below (including detailed reference guides on each item), visit the **Information Technologies' website** at <http://it.worcester.edu> and **Community System** <http://community.worcester.edu>.

**Students have 3 options when requesting IT assistance:** **1)** Visit the IT Helpdesk (LRC310); **2)** Fill out an online 'IT HelpDesk Support Request' form; or **3)** Call the Help Desk at 508.929.8856.

Look on the IT website for our hours of operation and to submit an online Help Desk Support Request.

**Username and Password** - Your WSU Network Username and Password are your entrance to technology at Worcester State. Your username and password will be used to access all of the University's systems, including Community System, WebAdvisor, WSU GMail, network data storage, printing and online registration. Your username and password are generated at the time that you are admitted and registered for course(s). While we can't provide password information over the phone we have developed an easy way for you to lookup and reset your information. Go to Community System and

**CHECK / RESET**  
your WSU Login Info

click on the  you will need your **7-digit WSU UserID#** (received at the time of registration & available on your OneCard ID), the last 4 digits of your SSN and your date of birth to use this resource. **Note:** It is VERY important that you read through ALL the instructions on the website. **Do not share your password with ANYONE - it is against WSU's Network Acceptable Use Policy to share this information!**

**OneCard** - WSU's OneCard ID is your official identification, library and door access card. You will ALWAYS need to carry your OneCard - when printing to academic technology lab printers; copying; Dining; purchase IT software/repairs; or goods/services from a variety of on and off-campus vendors including the bookstore. You can access information about **your** OneCard account by logging into Community System and clicking the My One Card Account tab. Pick up your OneCard ID at either the OneCard Office or Campus Police. With your WSU OneCard Student ID number, guests can make deposits to your account from the main page of Community System.

**Laptop Purchase** – **Laptops are required for all students.** We do have a recommended laptop purchase program which allows students to take advantage of special pricing on hardware from a variety of vendors, which have been vetted (durability, reliability, supportability). A laptop purchased through this program, comes with **on-campus/no charge** support and complete care warranty for the length of the warranty.

**Computer Repair** - Information Technologies fully supports the University recommended laptop and will offer repair services for them at no charge, provided that your laptop still is covered by the warranty. Information Technologies will make a good faith effort to correct software problems for all other laptops at a flat rate of \$20 per incident (bring your WSU OneCard ID with \$20.00 in common funds to the IT Helpdesk, LRC 310-**we cannot accept check/credit/cash**). Information Technologies cannot support student desktop computers, gaming machines or any peripheral devices (i.e.printers etc.). Additionally the IT Helpdesk offers MS Office and current Windows operating system CD/DVDs available for sale - (we only accept WSU OneCard (common funds) for payment see our website for current pricing). Check the IT website for Helpdesk hours of operation and "Hardware/Software Special Pricing".

**Network Data Storage** – 25+gb are available in you WSU Gmail account for Documents, Email, Calendar, Sites etc. Please review documentation at <http://it.worcester.edu> > Google/Gmail for more info. Additionally you can open up free cloud storage accounts at Microsoft.com(SkyDrive), DropBox.com etc.

**Community System** - Community System is Worcester State University's community portal and contains the Blackboard learning management system. Blackboard course shells, which act as containers for course content, can be accessed after logging into the Community System under My Courses. WebAdvisor (registration & grades), the Emergency Notification System as well as WSU Gmail are also available through Community System. ***It is important to read the notices on this site.***

**WSU Gmail** - You can access student eMail through the WSU Community System. From the 'Student Central' tab, click the link entitled "Gmail". Your WSU Gmail address is your [username@worchester.edu](mailto:username@worchester.edu)  
**Note:** Students have 25gb+ of space available in email. See [[GMail Support Documentation](http://www.google.com/support/a/worchester.edu)-<http://www.google.com/support/a/worchester.edu>] for additional information. Your WSU Gmail is an **official means of communication** for Worcester State University. It is important for you to check this account frequently.

**WebAdvisor** - WebAdvisor is Worcester State University's online course registration, schedule and grading system. WebAdvisor is used to lookup courses, check grades, and register for new courses online. WebAdvisor is accessible through the University's Community System. **Note:** Certain items (grading and registration) in WebAdvisor are only available during certain periods of the semester; this schedule is available from the Registrar's office. Information Guides are available on the IT website under 'WebAdvisor'.

**Open Lab Availability** - There are two open computer labs on campus one is located in the Sullivan Building-Room 138 and the other in the Learning Resource Center (LRC/Library)-Room 310. Hours of operation are available on the IT website. You will need your WSU OneCard ID to access the room(s) and for printing. Additionally, you will need your WSU Network Username/Password to log onto the computers. **Reminder:** Students should be sure and choose the "ACL" domain when logging in.

**Printing** -Students can print via the University's wireless network to public computing labs in several locations on campus (Look for the link titled "[Computer Labs, Software, and Printing](#)" under the Labs/Printing category on the IT website for up-to-date information). Each student receives \$20 worth of free printing for each academic year, after which personal funds can be added to Common Funds on your OneCard for additional printing expenses. Black and white printing is \$.10 (ten cents) per page, while color is \$1.00 (one dollar) per page.