Contents (Click on page number to skip to that section)

Service Desk Support for Personally Owned Technology ................................................................. 2
Service Desk Support for University Owned Technology ................................................................. 3
Where is the Service Desk located? .................................................................................................. 3
User ID and Password Procedures .................................................................................................... 4
  Activate your User ID........................................................................................................................ 4
  Change your password ....................................................................................................................... 4
  Password Guidelines .......................................................................................................................... 4
  What do I do if I don’t know my User ID? ...................................................................................... 4
  Forgot Your Password ... Reset it .................................................................................................... 4
Western New England University Network Access ........................................................................ 5
  Wired Access to the Network ........................................................................................................ 5
  Wireless Access to the Internet ...................................................................................................... 6
Connect2U ............................................................................................................................................. 7
The Housing Director (THD) .............................................................................................................. 7
Enrollment Services ............................................................................................................................. 7
Kodiak .................................................................................................................................................... 7
Academic Computing Resources ...................................................................................................... 8
  Computer Labs ................................................................................................................................. 8
  D’Amour Library .............................................................................................................................. 8
  Math Center ......................................................................................................................................... 8
  Writing and Reading Program ......................................................................................................... 8
Western New England University School of Law ............................................................................. 9
  Location and Available Technology ............................................................................................... 9
  EXAMSOFT Technical Requirements .......................................................................................... 10
Considerations to help with computer purchase decisions .............................................................. 11
Acceptable Use of Technical Resources ............................................................................................ 12
Online Resources .............................................................................................................................. 13
  Office of Information Technology (OIT) .......................................................................................... 13
  D’Amour Library ............................................................................................................................ 13
  Academic Schedule ......................................................................................................................... 13
  Kodiak .............................................................................................................................................. 13
  Outlook Web Mail ............................................................................................................................ 13
  Communications Directory ............................................................................................................ 13
  Department of Public Safety ........................................................................................................... 13
  School of Law .................................................................................................................................. 13
  Site Index AZ ................................................................................................................................. 13
## Service Desk Support for Personally Owned Technology

<table>
<thead>
<tr>
<th>Service</th>
<th>Available to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Active Students</td>
</tr>
<tr>
<td>Support and guidance for questions or issues related to:</td>
<td>x</td>
</tr>
<tr>
<td>- Account Passwords (activation, resetting, changing)</td>
<td></td>
</tr>
<tr>
<td>- Connect2U/E-Mail login and usage</td>
<td></td>
</tr>
<tr>
<td>- Use of University software and hardware</td>
<td></td>
</tr>
<tr>
<td>Provide network cables for resident hall student personal computer connection to the University network (limit of one per active student)</td>
<td>x</td>
</tr>
<tr>
<td>Distribution of current standard Microsoft Office Software suite media for “work-at-home” purposes (staff requests must be approved by the Department Head)</td>
<td>x</td>
</tr>
<tr>
<td>Virus and spyware detection and removal</td>
<td>x</td>
</tr>
<tr>
<td>Guidance or referral to a 3rd party vendor for the implementation of:</td>
<td>x</td>
</tr>
<tr>
<td>- Virus or spyware detection and removal</td>
<td></td>
</tr>
<tr>
<td>- Software installation or troubleshooting</td>
<td></td>
</tr>
<tr>
<td>Installation of software and/or operating system software (if provided with legally licensed media and installation codes)</td>
<td>x</td>
</tr>
<tr>
<td>Guidance or referral to a 3rd party vendor for:</td>
<td>x</td>
</tr>
<tr>
<td>- Implementation of hardware installation or troubleshooting</td>
<td></td>
</tr>
<tr>
<td>- Data backup solutions and/or process</td>
<td></td>
</tr>
<tr>
<td>- Smart Phone configuration</td>
<td></td>
</tr>
</tbody>
</table>

### Important Notes:
- Data backups are the responsibility of the customer.
- The OIT Service desk does not perform hardware service of any kind on personally owned computers.
- The OIT department is not responsible for maintaining web content or building Faculty web pages, however web content management training is offered by request.
Service Desk Support for University Owned Technology

<table>
<thead>
<tr>
<th>Service</th>
<th>Available to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support, guidance and services related to:</td>
<td></td>
</tr>
<tr>
<td>▪ Account Passwords (activation, resetting, changing)</td>
<td></td>
</tr>
<tr>
<td>▪ Connect2U/E-Mail login and usage</td>
<td>X</td>
</tr>
<tr>
<td>▪ Use of University software and hardware</td>
<td>X</td>
</tr>
<tr>
<td>▪ Installation or repair of hardware</td>
<td></td>
</tr>
<tr>
<td>▪ Installation or repair of software</td>
<td></td>
</tr>
<tr>
<td>▪ Removal of viruses and spyware</td>
<td></td>
</tr>
<tr>
<td>Processing of requests for:</td>
<td></td>
</tr>
<tr>
<td>▪ Additional Desktop computer hardware or peripheral devices (monitors, mice, keyboards, printers, scanners, external hard drives, LCD projectors, etc).</td>
<td></td>
</tr>
<tr>
<td>Note that existing primary computers are replenished regularly and do not require a request for replacement.</td>
<td>X</td>
</tr>
<tr>
<td>▪ Additional software (PC or network based)</td>
<td>X</td>
</tr>
<tr>
<td>▪ Existing software modifications or upgrades</td>
<td></td>
</tr>
<tr>
<td>▪ Relocation of computers</td>
<td></td>
</tr>
<tr>
<td>▪ Network access</td>
<td></td>
</tr>
<tr>
<td>▪ Shared network resources (email, shared drives, printers, etc.)</td>
<td></td>
</tr>
<tr>
<td>Where is the Service Desk located?</td>
<td></td>
</tr>
</tbody>
</table>

The Service Desk is located on the third floor of Churchill Hall. Churchill Hall is located across from Deliso Hall, near the gazebo. See the Campus Map to find Churchill Hall.
User ID and Password Procedures

Your User ID is used for Connect2U, Web-based Email, Kodiak (learning management system) and many other resources described later in this guide. If you do not have your own computer with an Internet connection, you can perform these steps from any computer in the Churchill Lab, D’Amour Library, School of Law Library, or any other publicly available computer with Internet access on or off campus.

Activate your User ID  (click here)

Change your password (click here)

Password Guidelines:
Your password must be between eight (8) and thirteen (13) characters in length and must consist of any combination of uppercase letters, lowercase letters, and numbers (symbols may also be used but are not required).

Examples of acceptable passwords include:  s^nsh1n3, Ha||ow33n, Co7um3l.

DO NOT USE THESE EXAMPLES!

What do I do if I don’t know my User ID?
This should have been provided to you via mail or your personal email account. Contact Enrollment Services (click for web info) if you can’t locate it.

Forgot Your Password ... Reset it (click here)

For more information on User ID’s and passwords, go to: https://www1.wne.edu/information-technology/user-id/login-help.cfm
Western New England University Network Access

Wired Access to the Network:

All residence halls are wired for a high-speed connection to the Internet. There is at least one network jack per student. (A network jack looks somewhat like a standard phone jack, except it’s larger).

To make use of this network connection, your computer must have an Ethernet port. You’ll also need an Ethernet cable to connect from the card in the back of your computer to the wall jack. If you have a network set up at home you may need to make some changes to your network settings. If you get a new computer, the network connection should work right out of the box.

The Customer Support and Operations (CSO) group of the Office of Information and Technology (OIT) department, located on the third floor of Churchill Hall, will be available to assist with installations for incoming students. Please call 413-796-2200 to schedule assistance.

Staff and faculty computers are all attached via the wired network utilizing an assigned network wall jack. Network authorization is centrally managed within the OIT department, therefore these devices should never be moved or plugged into a different network jack without the involvement of the OIT department. Laptops may be used via the wireless network when used away from the assigned wired location.

If you have any questions regarding network connectivity, please feel free to call the Service Desk at x2200 or, if you are calling from off campus, 413-796-2200.
**Wireless Access to the Internet:** (click for more information)
A wireless network is available throughout the campus and in all residence halls.

1) If your laptop is wireless enabled, you should notice a Wireless Network connection pop-up box.
2) Double click on this popup and select either WNE or WNEGuest as your wireless network and click the box that says “Allow me to connect to the selected wireless network” then click “connect.” Note that the WNE network requires the authentication described below. You will only be required to authenticate one time per semester. Although the WNEGuest network does not require authentication, access to some University systems may be limited or denied from that network.

![Image of wireless network connection](image)

3) Log in using your User ID and password:

![Image of login screen](image)

4) You are now connected to the network. You must keep your computer from going into sleep-mode, otherwise you may lose your connection.

*Last updated 1/23/2020*
**Connect2U** (click for more information)

Connect2U is a customizable web portal with links to resources frequently used by members of the University community.

**The Housing Director (THD)** (click for more information)

The Western New England University THD system is designed to help students make better room and roommate decisions, and to help make the overall housing process more efficient and effective.

**Enrollment Services** (click for more information)

As part of Western New England University’s continuing commitment to technology enhancements, a web-based system (Self Service) allows currently active students to:

- View grades
- View schedule
- Register for courses
- Get your degree audit
- View your financial aid information

All you need to use the system is access to the Internet and an active Western New England University User ID. For more information go to: https://www1.wne.edu/enrollment-services/FAQ.cfm

If your password has expired or you have never activated your Western New England University User ID, you must update or create a new password at: https://www1.wne.edu/information-technology/UserID/index.cfm

**Kodiak** (click for more information)

Kodiak is the Desire2Learn online learning environment.
Academic Computing Resources

**Computer Labs**  (click for more information)

**D’Amour Library**  (click for more information)
Computers are dispersed over the four levels of the Library and enable students and faculty to conduct research using WILDPAC, the online catalog, and the extensive collection of online resources and databases provided by the Library. The second floor Digital Learning Center houses computers that offer video and audio editing software in addition to the word processing, spreadsheet, and presentation applications found on all of the Library’s computers. Wireless network access is available throughout the building.

**Math Center**  (click for more information)
Herman Hall, Room 303 x1693
The Math Center provides a student assistance program where upper level students act as tutors and mentors for students taking mathematics courses. Math Center tutors have all completed the courses that they are tutors for and are highly recommended by their instructors. Each semester a Math Center schedule is posted, listing the times when tutoring is available for specific courses. Individual appointments are available but are not required, as walk-ins are welcome.

**Writing and Reading Program**  (click for more information)
This is a University wide program which encompasses:
- Summer placement recommendations
- Freshman composition
- “Addon” reading and writing labs associated with freshman composition
- ESL services
- Writing across the curriculum, including “writing associates” who are linked to assignments in some courses

The Writing Center offers, at no charge:
- Tutoring
- Discussion of paper assignments (with faculty permission)
- Explanation of research procedures
Western New England University School of Law

Location and Available Technology

The Western New England University School of Law is located on the eastern side of the main campus and offers a Juris Doctor (J.D.) program and a Masters of Law (LL.M.) program.

The School of Law has a high-tech computer teaching room equipped with individual PCs and instructional technology. PCs are also available in the Library Lobby and in carrels throughout the Library. Additionally, a wireless network is available throughout the School of Law. There is also a high-tech Moot Courtroom in which audio-visual projection and recording are used for teaching trial skills. Each of the classrooms has a teaching console equipped with classroom technology.
EXAMSOFT Technical Requirements (click for more information about exams)

Law School students are given the option to take their final exams on laptops using Softest ExamSoft software, which they download from examsoft.com. ExamSoft can be run on any relatively current computer (i.e. purchased within the last 3-4 years). A native Mac version of Softest is available. When you attempt to download Softest to a Mac, the native Mac version will appear. It is not possible to take secure exams through a virtual operating system such as Microsoft’s Virtual Machine, Parallels, VMWare, VMware Fusion or any other virtual operating system environment. Although Softest can be installed and registered on virtual platforms, it will only be enabled for non-secure practice exams. Specific system requirements are listed below:

**PC requirements for EXAMSOFT:**
- Microsoft Windows® 32bit and 64bit versions of Vista Windows 7, and Windows 8 - Windows 10 is not supported
- Processor equal or greater than 1.86GHz Intel Core 2 Duo or greater
- 2GB RAM or the highest recommended for the Operating System
- Screen resolution of 1024 x 768 or higher
- 1 GB free hard disk space
- Access to the Internet
- Adobe Reader (v9 or v11) required for exams containing PDF attachments
- Administrator level account permissions

**Surface Pro requirements for EXAMSOFT:**
- Surface Pro 1, 2, & 3 (Non-Pro Surface devices and other tablets are not supported)
- External Keyboard (USB or Bluetooth) - must be connected before starting the exam
- Screen resolution of 1920 x 1080
- 1 GB free hard disk space
- Access to the Internet
- Adobe Reader XI required for exams containing PDF attachments
- Administrator level account permissions

**Mac requirements for EXAMSOFT:**
- Mac OSX 10.7-10.10 (Lion, Mountain Lion, Mavericks or Yosemite). OSX 10.11 (El Capitan) is not supported.
- Intel Processor
- 2GB RAM
- Screen resolution of 1024 x 768 or higher
- 1GB free hard disk space
- Access to the Internet
- Administrator level account permissions
- Virtual operating systems are not supported

**LAPTOP Maintenance:**
Students are strongly encouraged to perform the following maintenance prior to installing EXAMSOFT software:
- Ensure that the latest virus software and definitions files are installed and a scan has been run
- Ensure that the latest High Priority Operating System updates have been installed.
Considerations to help with computer purchase decisions

If you’re thinking of buying a new computer to bring to the University, it might help you to consider the following:

**Do I need a Computer?**
Western New England University does not require students to own a computer. There are more than 300 computers available for student use in the labs and libraries on campus. So if the expenditure is a burden, it is possible to get along without having your own personal computer while you are a student here.

**Windows or Mac?**
The University computing environment is primarily Windows-based so if you are going to buy a computer for your studies, you’ll have an easier time if you purchase a computer that runs Microsoft Windows. If you have a relatively new Mac (Intel-based), your Mac will probably serve you fine in most majors.

**What is your intended area of study?**
Even if you have not decided on a major, you might already know that you are likely to pursue an area of study that will require more computer use than others. For instance, Computer Science and Engineering majors will probably want more processing speed and memory. Business students and Social Sciences students should also expect to spend quite a lot of time working on a computer. All students should be able to run the Microsoft Office Suite on their machines.

**Some rules of thumb:**
A good entry level computer should have a Core 2 Duo processor, with at least 2.0GHz of processor speed. More processing power will make your computer response time faster. You should have at least 8 GB of RAM, but you might be more satisfied with 16GB. The amount of RAM affects the number of applications you can have open without reducing the computer’s response time. Be aware that average file sizes are increasing, so computer users will need more storage space. If you are buying a new computer, you should have at least 120 GB of storage space on your hard drive and should seriously consider an external drive for backups.

**Will you use your computer for both academic and recreational purposes?**
Many users will want to use their computers for recreational purposes as well as for academic applications. If you are a fan of gaming, you will want more processing power. Also, more RAM will give you more options when it comes to video, graphics, and music.
Laptop or Desktop?

Laptops tend to be more expensive but are considerably more convenient. Many students prefer the convenience of being able to take their computer with them. The OIT service desk offers support at no charge however they don’t make house calls, so if you feel this is a benefit you might take advantage of. A laptop would be easier to carry over. If you are thinking about a laptop you might want to consider the weight of the computer, depending on what you are comfortable carrying. You should also be sure to purchase a locking kit to protect yourself from theft. Desktops can provide good computing power with a lower price tag.

Acceptable Use of Technical Resources (click to review)

Each time you establish or change your password you will be prompted to accept the terms identified.
Online Resources

Western New England University’s main website at: http://www.wne.edu should be your first stop in finding information online about the University. In fact, all of the sites mentioned here are accessible from that main web page. Still, this list of web sites may be of particular interest to members of Western New England University.

Office of Information Technology (OIT)
http://www1.wne.edu/information-technology
Information regarding use of computers on campus; lists of links, URLs of interest to students and faculty.

D’Amour Library
http://libraries.wne.edu
Invaluable research resource for all students—many of the services provided on this page require a D’Amour Library validation number which you can get at the Library.

Academic Schedule
http://www1.wne.edu/academic-affairs/academic-scheduling.cfm
Up-to-date information on course schedule information, final exam schedules, academic calendars, and links to our online catalog.

Kodiak
http://kodiak.wne.edu/
The University’s “virtual classroom/course management” system.

Outlook Web Mail
http://owa.wne.edu
An easy way to read and send Email via the Internet.

Communications Directory
https://www1.wne.edu/directory/staff/staff-directory.cfm
Online, searchable, directory of phone numbers and Email addresses of University faculty and staff.

Department of Public Safety
http://www1.wne.edu/public-safety
Provides information about the Department of Public Safety.

School of Law
http://www.law.wne.edu
Main page to the Western New England University School of Law.

Site Index AZ
http://www1.wne.edu/site-map
Provides an alphabetical listing of all major web pages on the University’s website along with commonly searched keywords.