

Student Technical Services

- Phone/Helpdesk Support
- Trax On-line Support
- Remote Access Support
- Network Access System Support
- Expired Password Renewal
- Virus and Malware Cleanup
- Limited Warranty Service
- Basic Hardware Diagnostic/Repair
- Data Retrieval/Temporary Back-up
- Hardware/ Software Installation
- Printer/Scanner Connection and Basic Troubleshooting

Computer Clinic

All summer long ResNet Central is available to help with your computer needs. New students can take advantage of our summer service by making an appointment to have their new or used system prepared to easily connect to the data network. We will make sure that the Operating System is up-to-date and that virus and spyware software is installed and protecting your system. Call for current summer hours or schedule an appointment through Trax.

ResNet Consultants

ResNet Consultants are vital members of the ResNet Team. Consultants have direct contact with the campus community. They are proficiently trained student workers, dedicated to quality customer service. Consultants operate the helpdesk; provide resident field support, and diagnostic service in our computer service center.

Office Hours

Monday through Thursday

8:00 AM to 11:00 PM

Friday: 8:00 AM to 5:00 PM

Saturday: 12:00 PM to 5:00 PM

Sunday: 12:00 PM to 11:00 PM

(610) 436-2660 Helpdesk

(610) 738-0591 Fax

<http://resnetcentral.wcupa.edu>



West Chester University
ResNet Central
P.O. Box 2451
West Chester, PA 19383



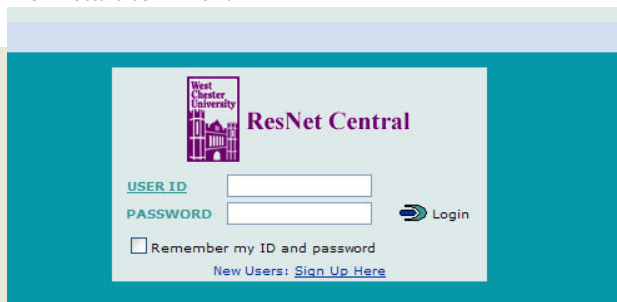
ResNet Central

West Chester University
Student Network Support



ResNet Central's Trax

Trax is a 100% web-based helpdesk student support system which requires only an Internet browser to take full advantages of its many capabilities. The Trax Knowledge Base can be searched for solutions of common network and computer problems, 24 hours a day. You can also use Trax to submit questions, request service, schedule an appointment, and monitor your request from start to finish.



Why wait in line, or on the phone when you can jump to the front of the line!

To access Trax, go to <http://resnetcentral.wcupa.edu/trax> and activate your account using your WCU username and any password. If you have questions please go to <http://resnetcentral.wcupa.edu/traxhelp>.

Network Access System (NAS)

In order to connect to the Data Network in any Resident Hall you must authenticate with a valid WCU email address and password. If you connect your personal computer to the Data Network it must pass the current connectivity policies below:

1. Network Access Policy Key installed
2. OS configured to auto update
3. Anti-Virus software installed/running/updated
4. Anti-Spyware software installed/running
5. Music not being shared
6. Optional Wireless Router properly configured

NAS Recognized Anti-virus Programs

Authentium	AV Guard	Avast
AVG	Bitdefender	EZ Antivirus
Kaspersky	McAfee	MS OneCare
NOD 32	Norton	Panda
Sophos	SpySweeper	Symantec
Trend Micro	Zone Alarm	

NAS Recognized Anti-Spyware Programs

Ad-Aware	Counter Spy	McAfee
MS Defender	Sophos	Spybot S&D
SpySweeper	Symantec	Zone Alarm

If your program is not listed contact ResNet Central.

Computer Recommendations

	Desktop	Laptop
Processor	Intel Core 2 Duo or AMD X2 Dual-Core	AMD Turion or Intel Core 2 Duo
Memory	2 Gigabyte or more	
Disk Storage	80 Gigabytes	
Connectivity	Ethernet & USB Port	
Wireless Network	802.11g compatible	
Monitor	17inch	15inch LCD
Optical Storage	CD/RW & DVD/RW	
USB Flash Drive	2 Gigabyte or more	
Operating System	Microsoft Windows XP or Vista, Mac OS X Tiger or Leopard	

Personal Wireless Routers

Wireless routers need to be configured properly to work on the WCU Student Network. If your router is not configured, your computer will be quarantined and you will be unable to connect to the Internet. To avoid network interruptions, please bring your router, the power adapter and your WCU identification card to ResNet Central, located on the ground floor of Brandywine Hall.

Game Consoles

Some games need additional network support configuration to be able to work on the Student Network. If you are experiencing network instability playing online games, register your game console. Register your game console at <http://resnetcentral.wcupa.edu>.

Network Access Password

The WCU network, ResNet Access log-in information is the same as your WCU email and My WCU username and password.

Username: WCU email address

Password: At least 8 characters in length

In addition it must also have three of the four following characteristics:

1. Lowercase character(s)
2. Uppercase character(s)
3. Numeric character(s)
4. Special character(s), such as % \$ #

Passwords expire every 90 days.

Password Renewal

To initialize or change your password, go to <http://webmail.wcupa.edu> Click on the link "Change your Password / Passphrase". If you are unable to change your password, then ResNet Central can reset your password.

WCU Wireless Network:

The WCU wireless network connection SSID is **WCU_101** or **WCU_Resnet** with data encryption disabled.

Wireless connectivity to the data network is available on campus in some locations.

- ResNet Central
- Anderson Hall
- FHG Library
- Academic Quad
- Sykes Student Union
- All Academic Buildings
- Allegheny and Brandywine Halls

For more information you can view the complete student orientation and the current ResNet Central brochure on-line at <http://resnetcentral.wcupa.edu>.