ResNet Central

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

SUMMER HOURS
MONDAY THROUGH FRIDAY
8:00 AM to 4:00 PM

HELPDESK: (610) 436-2050
FAX: (610) 738-0591
resnetcentral.wcupa.edu

ONLINE SUPPORT
trac.wcupa.edu

ResNet services are covered under Tech Fee.
All services offered are at no additional cost.

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

RESNET is short for Residential Network. It was established on West Chester University campus in July 2003 under the Information Services Department of Networking, Telecommunications & Operations. We support all student data networks including wired and wireless connectivity.

WCU USER NAME 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 charactersets:
1. Lowercase character(s)
2. Uppercase character(s)
3. Numeric character(s)
4. Special character(s), such as % $ #

PASSWORDS EXPIRE EVERY 90 DAYS!

WCU WIRELESS NETWORK

Wireless connectivity is available campus wide.

RESNET CONSULTANTS

are 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 services in our computer service center.

STUDENT TECHNICAL SERVICES

Network access support
Resolved Password Renewal
WCU Email configuration on Mobile devices
Phone/Helpdesk Support
On Line Support — irsz.wcupa.edu
Remote Access Support
Virus and Malware Removal
Antivirus Installation
Basic Hardware Diagnostics/Repair
Data Retrieval/Temporary Backup
Hardware/Software Installation
Limited Warranty Service
ResNet Configuration

Printer/Scanner Connection and Basic Troubleshooting
Remote/Mail-In Computer Repair

HAVE YOU BEEN QUARANTINED?

- No Anti-virus program installed
- Anti-virus definitions are out of date
- Windows not set to Auto Update
- User account not installed
- Un-configured router
- Internet Service Tied to
- Poor to poor software installed