

## IT SERVICE CATALOG



The **IT SERVICE CATALOG** is a self-service set of tools available to you 24/7. From the Service Catalog, you can update your password, access conferencing, view money savings offers for employees and students, learn about on campus labs and learning spaces. [www.wcupa.edu/ist](http://www.wcupa.edu/ist)

## IT HELP DESK 610-436-3350

**STUDENTS - RESNET HELP DESK** is the central point of contact for all for on and off campus students, regarding technology-related inquiries including Webmail, MyWCU and D2L. [www.wcupa.edu/resnet](http://www.wcupa.edu/resnet)



**FACULTY & STAFF - IT HELP DESK** is the central point of contact for Faculty/Staff and supports university-wide connectivity to the networks, access to RamCloud, RamPrint, RamCast, etc. In addition, IS&T Help Desk maintains over 3,000 Tech Fee funded computer devices. [www.wcupa.edu/ithelpdesk](http://www.wcupa.edu/ithelpdesk)

## MICROSOFT OFFICE 365 & ONEDRIVE



**MICROSOFT OFFICE 365** is a toolset that includes Office productivity tools, such as Word, Excel and PowerPoint, on your computer, your mobile device and online via web browser in the cloud. Office 365 includes a fully installed desktop application for Word, Excel, PowerPoint, OneNote, and other programs and can be

installed across multiple devices, including PCs, Macs, Android tablets, Android phones, iPad, and iPhone, personal or University owned. [www.wcupa.edu/office365](http://www.wcupa.edu/office365)



**ONEDRIVE** for Business provides a place in the cloud where you store and sync your work files (up to 1TB of storage). You update and access your files from any device with OneDrive for Business or from a web browser. OneDrive is a safe and secure place to store data; however, confidential or sensitive data should still be stored on a departmental restricted system or drive, such as SharePoint. [www.wcupa.edu/office365](http://www.wcupa.edu/office365)

## D2L LEARNING MANAGEMENT SYSTEM

**D2L** is the learning management system used to support online education for faculty and students. Faculty can design courses, create content, grade assignments, discussion areas and post grades.



Responsive design paired with purpose-built native apps create a great mobile experience for faculty and students, regardless of which devices they use. [www.wcupa.edu/d2l](http://www.wcupa.edu/d2l). *Distance Education course support is also available at [www.wcupa.edu/distanced](http://www.wcupa.edu/distanced)*

## WEBCONFERENCING



**ZOOM** makes video and web conferencing secure and easy across mobile, desktop, and room systems. The Zoom platform was built with accessibility and mobility at the forefront. This means that it adapts to different screen sizes and looks great on laptops, tablets and smartphones. [www.wcupa.edu/zoom](http://www.wcupa.edu/zoom)

## RAM CLOUD VIRTUAL DESKTOP

**RAMCLOUD** is a Virtual Desktop Infrastructure (VDI) to securely deliver a variety of course specific software (e.g. SPSS, Mathematica) for faculty & students to learn and work from any location, any device, (personal or university-owned). [www.wcupa.edu/ramcloud](http://www.wcupa.edu/ramcloud)



## LINKEDIN LEARNING VIDEO TUTORIALS



**LINKEDIN LEARNING** (previously LyndaCampus) provides access to a library of high-quality training videos and tutorials dedicated to specific skills,

subject areas and software. Free unlimited access for all WCU faculty, staff and currently enrolled students to thousands of up-to-date business, creative and technology skills training. [www.wcupa.edu/LinkedInLearning](http://www.wcupa.edu/LinkedInLearning)

## KALTURA/KALTURA PERSONAL CAPTURE

**KALTURA MY MEDIA** is a video streaming service to upload and manage media files for use in a D2L course. My Media provides standard playback of various file types and devices in a secure repository accessible to West Chester University Faculty & Students. Kaltura also provides the ability to record/edit screencasts, webcam, and microphone with Kaltura Personal Capture. [www.wcupa.edu/kaltura](http://www.wcupa.edu/kaltura)



## RAMNET WIRELESS NETWORK\*

**RAMNET** is the University's on-campus network. Using West Chester University email and password, connect to RamNet for computers, tablets, and mobile devices. **RAMNET GUEST** should be used by visitors for temporary wireless network access. [www.wcupa.edu/ist](http://www.wcupa.edu/ist)



## RAMPRINT FROM ANY DEVICE\*

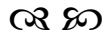
**RAMPRINT** enables students to print using any device (up to 125 pages/week). RamPrint queues documents on a secure server and printed files can be retrieved (within 24 hours) from academic building public printers using a valid WCU ID). Documents can be sent to RamPrint from a computer lab, personal computer or mobile Android/iOS device. [www.wcupa.edu/ramprint](http://www.wcupa.edu/ramprint)



## RAMCAST CLASSROOM DISPLAY\*

**RAMCAST** is the wireless connection for your device to a display in the classroom. Collaborate and display presentations in many of the on-campus classrooms using laptops tablets, and smartphones. Single and multiple displays can be viewed using RamCast. [www.wcupa.edu/ramcast](http://www.wcupa.edu/ramcast)





West Chester University Information Services & Technology supports student success through strategic information technology and partnership with the entire university community.



**COLLABORATION**

we work together collegially and effectively, within the Division and across the University



**INNOVATION**

we identify and implement solutions to address challenges, being open to and seeking new ideas and creative approaches



**SERVICE ORIENTATION**

we recognize and even anticipate the needs of our University colleagues, and seek to be of help and good service



**STEWARDSHIP**

we are responsible and professional in our management of IT resources of all types, as well as for associated budgets



**INTEGRITY**

we strive for honesty and transparency in all we do

**TECHNOLOGY SUPPORT**

**610-436-3350**

Information Services & Technology Division (IS&T) delivers and supports a variety of systems to the University community regardless of their location or device including communications networks, collaboration tools, software applications, and OneDrive cloud storage.

[www.wcupa.edu/ist](http://www.wcupa.edu/ist)

Fall 2019

**INFORMATION SERVICES**

**& TECHNOLOGY**

**West Chester University**



**STUDENTS**

**ResNet Central Help Desk**

[resnet@wcupa.edu](mailto:resnet@wcupa.edu)

**Brandywine Hall, Room 3**

*For hours and details, visit [www.wcupa.edu/resnet](http://www.wcupa.edu/resnet)*

**FACULTY & STAFF**

**IT Help Desk**

[helpdesk@wcupa.edu](mailto:helpdesk@wcupa.edu)

**Anderson Hall, Room 119**

*For hours and details, visit [www.wcupa.edu/ithelpdesk](http://www.wcupa.edu/ithelpdesk)*