Technology Tips for Returning to Campus & Starting a New Academic Year

AVP - Information Services & Technology <vpis@wcupa.edu>
Sun 8/29/2021 2:56 PM

Technology Tips for Returning to Campus & Starting a New Academic Year

Update your RamCast (Mersive Solstice) App: Faculty/Staff

The Mersive Solstice app which powers WCU’s RamCast wireless display technology has seen multiple updates since March 2020. Without the latest Mersive Solstice app, you may not be able to wirelessly connect your device to a display. To prevent disruption of class time it is recommended to allow at least 30 minutes for the process to complete. Update to the latest Mersive Solstice app

For Classroom Technology support call 610-436-3350, Option 4 to speak with a LIVE agent.

Setting up your workspace: Faculty/Staff

If your office phone is not working, we recommend that you unplug the cable from the phone or the wall, then plug it back in. This will reset the phone to restore service.

D2L Course Activations: Faculty/Students

Faculty – Courses in D2L are created as “inactive” and invisible to students until the course(s) are activated. Learn more about activating courses.

Students – If you do not see all of your courses in D2L, wait until the start of class or contact your instructor to confirm if D2L is being used and when it will be active/available for you to view.

Remember to Update your Zoom Client: Faculty/Staff/Students

It’s important to keep your Zoom client up to date on your computer. Regular Zoom updates ensure you have the latest features and functionality as well keep your Zoom meetings secure and running efficiently. For more information on updating your Zoom client, check out this help article: Zoom: Update to the Latest Version.

Zoom Recordings: Faculty/Staff/Students

We request that all our Zoom users download or delete any old, unused, or redundant Zoom Cloud recordings. You may retain recordings by uploading to Kaltura through Manage Media in D2L. Download/Delete Zoom Recordings | Add Media to Kaltura

Having trouble logging onto RamNet? Faculty/Staff/Students

Old credentials are sometimes cached in settings which can prevent users from connecting to the network. If you are having trouble connecting a device to the RamNet wireless network, chose ‘forget this network’ and then connect to RamNet again. This will release the cached settings and likely resolve the issue.

When to use RamNet-Guest and how to register a device: Faculty/Staff/Students

RamNet-Guest uses a platform called ClearPass that requires users to register their digital/smart devices before gaining access to the RamNet-Guest wireless network. Examples include gaming systems, video streaming devices, and Internet of Things (IoT) devices. For more information on how to re-register an existing device, or register new devices to the RamNet-Guest Wireless Network visit: https://www.wcupa.edu/infoServices/commServices/deviceRegistration.aspx

Need tech assistance or have a technology question? Faculty/Staff/Students

IS&T encourages the use of ServiceNow so we can better track work orders to adequately align our resources to provide the best customer service effectively and efficiently.

https://outlook.office.com/mail/inbox/id/AAQkADExNDE4MTcwLWM0NjEtNDRiZi1hMGFILTezYTcyZWRhOGMxZAAQAHNUCN1f%2FExPjjXxJPEpZ6w%3D
You can check the status of your ServiceNow incident or request by logging in at: https://www.wcupa.edu/servicenow. The ServiceNow Portal page displays ‘My Incidents’ and ‘My Requested Items’ widgets. Click the link to access the item.

Learn More about IS&T Help Desk location and hours of operation.

On behalf of IS&T, we wish you a wonderful fall semester!

JT Singh, Senior Associate VP & CIO
Information Services and Technology
West Chester University
https://www.wcupa.edu/IST/

WCU will never ask you for your password, personal information, or to verify your account via e-mail. If you receive a request for your password or personal information, delete immediately and do not reply.

Duo Multi-Factor Authentication is Now Available!
Watch the Video | Get Started | Learn More