



University Accounts & Access Checklist for Students

www.wcsu.edu/helpdesk

As a student, you will need the following three accounts to take full advantage of technology services offered here at WestConn. The three accounts that you will need are:

Windows Account

www.wcsu.edu/technology - select 'Westconn Windows Account'

A WestConn Windows Account is necessary for students to access the University's network from the computer centers, classrooms, labs, residence halls, and wireless network. A WestConn Windows Account consists of your WestConn username and Windows password. You can obtain your account credentials at any time from the following staffed computer centers on campus: Midtown Computer Center (Haas Library), Westside Computer Center (WS 117), Campus Center Computer Center (WS Campus Center, 3rd floor), and Student Technology Training Center (SC 225). If you are at WestConn at Waterbury, visit Founders Hall, room F205.

ConnectMail Account

www.wcsu.edu/technology - select 'Westconn Email'

All students are required to get a ConnectMail account for official WestConn business. The account includes a robust web interface and a 10GB inbox. Additionally, you will have access to other services, such as 25GB of online file storage, Microsoft Office workspaces, and many other collaboration and communication tools. Your username will be 'yourusername@connect.wcsu.edu'. You can obtain your ConnectMail account credentials at any of the staffed computer centers on campus. You can access your email at <http://connect.wcsu.edu>.

WestConnduit Account

www.wcsu.edu/technology - select 'WestConnduit'

WestConnduit is WestConn's online portal. WestConnduit allows students to access the Banner (my info & more) tab to view grades, course schedules, academic history, financial aid information, online registration, and make payments, etc. You can obtain your WestConnduit account credentials at any of the staffed computer centers on campus, or you can reset your 6-digit PIN online at: <https://webapp.wcsu.edu/bannerpin>.

Additional WestConn Technology Information:

- All of WestConn's classrooms are equipped with instructional technology.
- Specialized classrooms are also available for use in a variety of disciplines such as Music, Nursing, Computer Science, Psychology, Digital Video Editing, Graphics, Physics, Social Sciences, and (coming soon) the Management Information Systems Security Lab.
- The University provides all students with McAfee anti-virus software (Mac & PC), as well as Microsoft Office 2007 (PC) & 2008 (Mac), and Windows Vista Business. Visit a staffed computer center for more details.

Want to know more about technology at WestConn? Visit www.wcsu.edu/technology

Have technical questions? Visit www.wcsu.edu/helpdesk

Access your email at <http://connect.wcsu.edu>

Connect to your network drives from anywhere: <http://remote.wcsu.edu>

Access WestConnduit directly at <http://westconnduit.wcsu.edu>



Information Technology

Frequently Asked Questions for Students

www.wcsu.edu/helpdesk

Q. What computer facilities are available at WestConn?

A. WestConn offers a number of staffed facilities where you can receive assistance from our friendly student staff. Staffed computer centers include the Student Technology Training Center, Student Center, Rm. 225; Midtown Computer Center, Haas Library, First Floor; Campus Center Computer Center, Westside Campus Center, Third Floor; Westside Computer Center Westside Classroom Bldg. Rm. 117. We also have 24 hour computer labs available for student use. For a complete list of facilities and hours, please visit: <http://www.wcsu.edu/technology> and click on "Classrooms/Labs".

Q. Should I bring my own computer?

A. You do not need to bring your own computer. However, a laptop with wireless capability can be useful. In case you do not own a computer, WestConn has a number of computer facilities available for students to use. Some are open as early as 8am, and close as late as 11pm. Some are open around the clock.

Q. I want to purchase a computer to use at WestConn. What should I buy?

A. Almost any new desktop or laptop computer purchased today from one of the leading computer manufacturers (HP, Lenovo, Apple, Dell, Compaq, Gateway, etc.) should be more than adequate for basic student use on campus. If your specific needs are more demanding (for example, if you use computer graphics development software, video capture, etc).

Q. Is WestConn Wireless?

A. WestConn is completely 100% wireless and offers fast, reliable wireless network access to students, faculty, and staff with data connection speeds of up to 54Mbps. For locations and more information, visit <http://www.wcsu.edu/technology/wireless>. To use the wireless network, your laptop (or PDA, Pocket PC, tablet, etc.) must be equipped with a wireless network adapter. WestConn's Wireless Network uses an SSID of "WestConn" for easy connection. You will be prompted to login (required) using your Windows Account credentials.

Q. How can I use my computer in the Residence Hall (ResNet)?

A. Any student who owns a computer with Built-in Ethernet and/or wireless capability can connect to our Residence Hall network. Once connected, students will be required to: log in using their Windows Account credentials, install Cisco Clean Access, install a supported anti-virus program, and install Windows critical updates. Splitters and cables can be obtained at any of our staffed computer centers. For more information, please visit <http://www.wcsu.edu/resnet>.

Q. I am not very computer savvy. Where can I get help?

A. The general computer centers, located in room 117 of the Westside Classroom Building and at Midtown on the first floor of the Haas Library, employ student lab assistants who can provide assistance based on their individual knowledge. However, students needing extensive help should visit the Student Technology Training Center (STTC) in room 225 of the Student Center on the Midtown campus. More information about the STTC can be found at: <http://www.wcsu.edu/sttc>.