

# WKU Technology for Employees



... with us  matters!



## **Getting Started**

Your WKU computer accounts provide access to a wide range of University computing resources, including email, the WKU Portal, TopNet, Blackboard, Banner, WKU InfoView, individual file space and more. All users of Information Technology resources are responsible for reading and understanding the IT Policies at [www.wku.edu/it/policies](http://www.wku.edu/it/policies).

New and rehired employees will login to TopNet using their WKUID and PIN. Your universal login (NetID) will be accessible within 24–48 hours. Your NetID and password will be your universal login to email, WKU Portal, TopNet, WKU InfoView, Blackboard, MyStuff, WKU Wireless and other IT services. Look up your NetID and set your password at [www.wku.edu/it/accounts](http://www.wku.edu/it/accounts). It is very important you keep your login information secure.

### **WKU Portal**

The WKU Portal provides “one stop” access to many applications such as TopNet, email, Banner, WKU InfoView, MyStuff and Blackboard, without having to login to each one individually. You can customize Portal content and also access external applications such as RSS feeds, Facebook and more. Login to the WKU Portal at [portal.wku.edu](http://portal.wku.edu).

### **Banner**

Banner is the main record keeping system for all Academic & Administrative information. Employees who need Banner access will be assigned a Banner account and must attend training. Call 270-745-8812 or 270-745-4196 for more information. You may access Banner at [banner.wku.edu](http://banner.wku.edu).

### **Email and Calendar**

If you are a new or rehired employee, your email and calendar account will be accessible 24-48 hours after your NetID has been created. Employees will receive official communication via WKU email account, including administrative and event announcements and communication from other sources. You may access your email and calendar through the WKU Portal, Outlook or [email.wku.edu](http://email.wku.edu).

### **TopNet**

TopNet is a web-based, secure gateway to a large amount of your personal, academic, and financial information. Access to restricted TopNet information is dependent upon your job responsibilities and requires you to complete training. Call 270-745-8812 for more information. You can access TopNet through the WKU Portal or [topnet.wku.edu](http://topnet.wku.edu).

## InfoView

WKU InfoView is a web-based reporting tool available to faculty and staff. Users have the ability to schedule, view, print and export Crystal Reports developed by Administrative Systems and Applications. All employees have access to WKU InfoView. Restricted folders are accessible after training. Call 270-745-8812 for training. You may access WKU InfoView through the WKU Portal or [infoview.wku.edu](http://infoview.wku.edu).

## MyStuff

MyStuff “individual” file space is network storage (up to 1GB) available to active employees for academic or professional purposes. This is personal space and cannot be shared. The MyStuff web interface is accessible online anytime, anywhere, allowing faculty and staff access to personal as well as University shared space. Use of the shared area is strictly limited to University business only. Login to MyStuff through the WKU Portal or at [mystuff.wku.edu](http://mystuff.wku.edu).



## Resources

### Technology Training

Training is available to faculty and staff on a wide variety of technology topics, including Blackboard, TurningPoint clickers, Respondus, MS Office, Adobe products and more. The face-to-face workshops calendar can be found at [www.wku.edu/it/training](http://www.wku.edu/it/training). Video tutorials on many of these same topics are accessible anytime, anywhere at [www.wku.edu/it/videtutorials](http://www.wku.edu/it/videtutorials). Self-paced online workshops can be accessed by clicking the IT Training tab within Blackboard at [blackboard.wku.edu](http://blackboard.wku.edu).

### Blackboard

Blackboard is a system many professors use to offer course materials, class discussions, multimedia files, tests, quizzes, etc. Many campus organizations and groups use Blackboard to provide content and materials to their users. All WKU users have Blackboard accounts; however, training is required for course instructors and organization leaders. Blackboard is accessible through the WKU Portal or [blackboard.wku.edu](http://blackboard.wku.edu).

### Technology Resource Center (TRC)

The TRC is a hands-on digital media facility, located in MMTH 257. Specialized equipment and software are available along with knowledgeable support staff. A wide variety of equipment, such as cameras, recorders and projectors, is available for loan. These resources can be utilized to create outstanding digital multimedia projects. For more information, go to [www.wku.edu/it/trc](http://www.wku.edu/it/trc) or call 270-745-3755.



## Communications

- Voicemail: Email a request to [telecommunications@wku.edu](mailto:telecommunications@wku.edu) to setup your desk phone voicemail and optional voicemail to email. Mobile/Office Connect services allows users to consolidate their desk phone and cellular device.
- Digital Signage: Provides a powerful visual communications tool for the campus community. For more information, visit [www.wku.edu/it/digital-signage](http://www.wku.edu/it/digital-signage).
- Cellular Resources: Cellular discount program information, video tutorials and loaner device program information can be found at [www.wku.edu/it/cellular](http://www.wku.edu/it/cellular).

## Interactive Video Services (IVS)

IVS arranges room-based and desktop video conferencing, connecting people online globally with real-time audio/video communications. Audio conferencing and webinar coordination services are also available. IVS has uniquely equipped classrooms and conference rooms located at all campus locations. These multimedia technology facilities provide complete interaction at multiple locations in real-time.

## Student Technology Centers

There are six Student Technology Centers (STC) on the main campus and one at each Regional Campus and South Campus. The Mass Media and Technology Hall STC is open 24 hours a day, 7 days a week, while classes are in session. Visit [www.wku.edu/it/labs](http://www.wku.edu/it/labs) for more information about lab hours and locations.

## Wireless

Information Technology supports full wireless coverage in academic, administrative, and residential buildings on campus, as well as several outdoor locations. Free guest wireless for campus visitors is available. Go to [www.wku.edu/it/network](http://www.wku.edu/it/network) for more information.

## Software Center

Faculty and staff are able to download free software and purchase select software titles from the WKU Software Center website at [www.wku.edu/it/sms](http://www.wku.edu/it/sms). Quotes and purchasing information on unlisted software applications at educational pricing may be requested by emailing [software@wku.edu](mailto:software@wku.edu). Faculty, staff and students are able to purchase software for their personal machines.

## iTunes U

Public and course-restricted iTunes U sites are available at [www.wku.edu/it/itunesu](http://www.wku.edu/it/itunesu). iTunes U allows Blackboard course instructors and organization leaders to provide multimedia content to students. Students import and view the files on their Mac, PC, iPod, iPhone or mobile device. For more information, see video tutorials at [www.wku.edu/it/videotutorials](http://www.wku.edu/it/videotutorials).

## Computer Purchase

- Supported University computer systems purchasing information and configuration at [www.wku.edu/it/wku-computer-purchasing](http://www.wku.edu/it/wku-computer-purchasing).
- Personal purchase program, providing discounts for faculty and staff at [www.wku.edu/it/personal-computer-purchasing](http://www.wku.edu/it/personal-computer-purchasing).



# Support

**IT Helpdesk 270-745-7000**

[www.wku.edu/it/helpdesk](http://www.wku.edu/it/helpdesk)

The IT Helpdesk provides technical information and assistance to the faculty, staff, students, and affiliates of WKU.

Calling 270-745-7000 gives you assistance with the following and more:

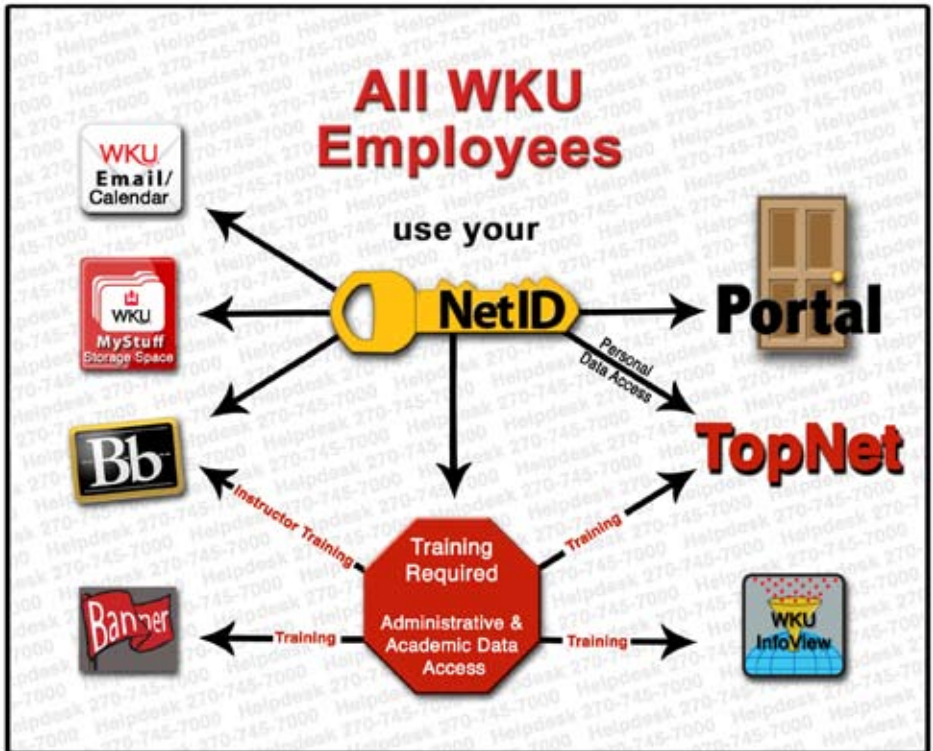
- Accessing applications (Banner, Blackboard, Email, MS Office, Portal, TopNet)
- General hardware and software troubleshooting (Windows and Macintosh OS)
- Network groups and rights (accounts, shared drives, Active Directory)
- Classroom technology assistance (Interactive Video Services, Labs)

## Desktop Support

Desktop Support services include hardware and software maintenance for both PC and Macintosh systems, hardware replacement and upgrades for faculty and staff computers, printer repairs, and the installation and configuration of University supported software.

# WKU Technology Jump Start

[www.wku.edu/it/employees](http://www.wku.edu/it/employees)



For assistance contact the IT Helpdesk at 270-745-7000.

