

# WKU Technology for Students





# Getting Started

Your WKU computer accounts provide access to a wide range of University computing resources. All account information can be located at [www.wku.edu/it/accounts](http://www.wku.edu/it/accounts).

Once you have been admitted to WKU, your NetID will be created. This NetID and password will be your universal login to the WKU Portal, TopNet, Blackboard, MyStuff, computer labs, WKU wireless and other IT services. You may look up your NetID and set your password at [www.wku.edu/it/accounts/netid](http://www.wku.edu/it/accounts/netid). It is very important that you keep your login information secure.

## WKU Portal

The WKU Portal provides “one stop” access to many applications like TopNet, TopperMail, and Blackboard without logging into each 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).

## Email / TopperMail

If you are a new WKU student, you will be issued a WKU email account called TopperMail. Your TopperMail account will be accessible 24-48 hours after you have registered for classes. As a student, you will receive official communications via your TopperMail account, including administrative announcements, registration information, financial aid and important class information from your professors. It's very important that you maintain and check your TopperMail account regularly! You can access your TopperMail account through the WKU Portal or [webmail.wku.edu](http://webmail.wku.edu).

Visit [www.wku.edu/it/accounts](http://www.wku.edu/it/accounts) to learn more about TopperMail.

## TopNet

TopNet is a web-based, secure gateway to a large amount of your personal, academic and financial information. You can register for classes, view transcripts, grades, financial aid, tuition, fees and update emergency contact information. You can access TopNet through the WKU Portal or [topnet.wku.edu](http://topnet.wku.edu).

## Blackboard

Blackboard is a system that many WKU professors use to offer course materials, class discussions, multimedia files, tests, quizzes, etc. You may take some classes entirely online, as well as face-to-face courses using Blackboard. Blackboard is accessible through the WKU Portal or [blackboard.wku.edu](http://blackboard.wku.edu).

## MyStuff

Every enrolled WKU student has individual file storage space allocated for academic use. You can access your file space using a web browser anytime, anywhere through the WKU Portal or [mystuff.wku.edu](http://mystuff.wku.edu).



## Resources

### 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 (MMTH) STC is open 24 hours a day, 7 days a week, while classes are in session. These labs are restricted for the use of current WKU students only. You will need your NetID to log in. Visit [www.wku.edu/it/labs](http://www.wku.edu/it/labs) for more information about lab hours and locations.

- Cherry Hall 127
- Grise Hall 239/243/335
- Helm Library 205
- Mass Media & Technology Hall 145
- Snell Hall 1104
- Thompson Complex Central Wing 204
- South Campus C223



## Technology Resource Center (TRC)

The TRC is a hands-on digital media facility in MMTH 257. Knowledgeable support staff and specialized equipment are available. A wide variety of equipment, such as cameras, recorders and projectors, is available for loan. Utilize these resources to create outstanding digital multimedia projects. Appointments and reservations are highly recommended. For more information, go to [www.wku.edu/it/trc](http://www.wku.edu/it/trc) or call 270-745-3755.

## Technology Purchase Program

The personal technology purchase program offers hardware discounts from Apple and Dell. Software discounts are also available, including Microsoft Office and Adobe Creative Suite. Antivirus software is available at no cost to enrolled students. More information can be found at [www.wku.edu/it/discounts-purchasing](http://www.wku.edu/it/discounts-purchasing).

## Technology Training

A library of video tutorials on a wide range of technology topics is provided at [www.wku.edu/it/videtutorials](http://www.wku.edu/it/videtutorials). Training tutorials on related topics have been combined with quizzes to provide online workshops. These tutorials and workshops will enhance your knowledge of Blackboard, Adobe software and more. Access online workshops inside Blackboard at [blackboard.wku.edu](http://blackboard.wku.edu), then click the IT Training tab.

## Communications

- Cellular Discount: WKU Students get a discount with AT&T and Sprint. For more information, refer to [www.wku.edu/it/cellular](http://www.wku.edu/it/cellular).
- Voicemail for residence hall room: \$20 per room per semester.

## Wireless

WKU 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.



# Support



**IT Helpdesk 270-745-7000**

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

The IT Helpdesk is staffed with trained personnel to provide technical information and assistance to faculty, staff and students.

The IT Helpdesk can assist with problems such as:

- Accessing the Internet
- Accessing accounts (TopNet, Blackboard, email, etc.)
- Registering game consoles
- General hardware and software troubleshooting

## ResNet: Student Computer Support

ResNet is a full computer service center for WKU students providing assistance for a variety of computer models and operating systems, including Macintosh and Windows. Service may be obtained by contacting the IT Helpdesk at 270-745-7000, visiting the ResNet office located on the third floor of MMTH or online at [www.wku.edu/it/resnet](http://www.wku.edu/it/resnet).

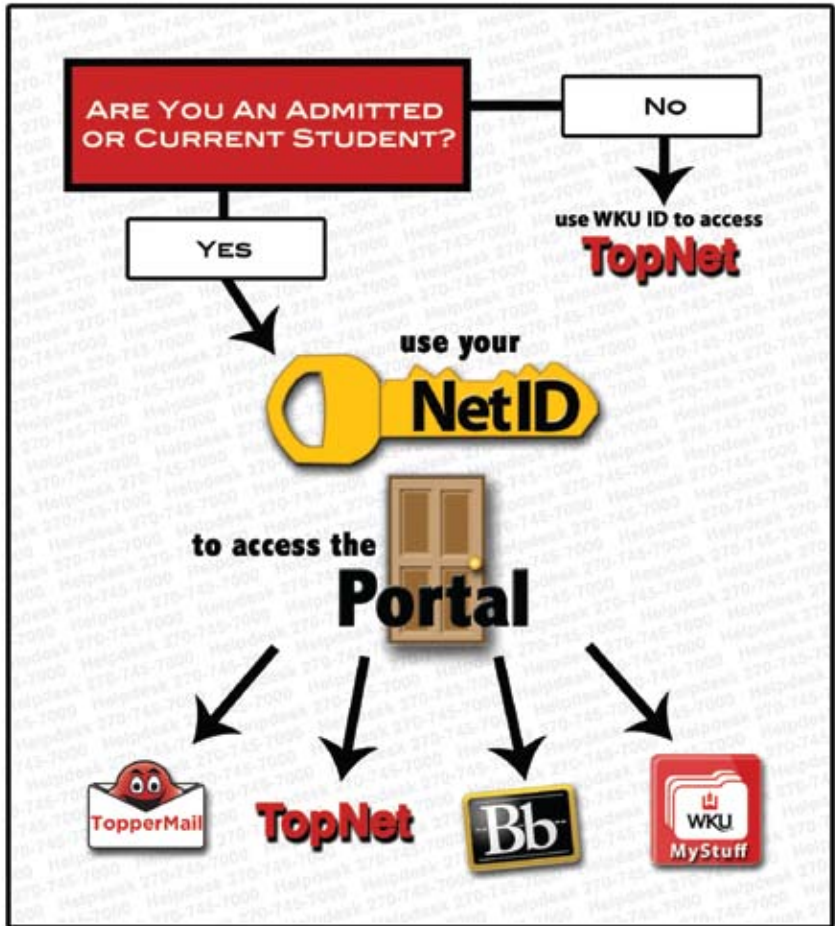
### Available services:

- Hardware support and replacement
- Software support
- Data backup & recovery
- Virus and spyware removal
- Diagnostic testing
- Operating system restoration
- Dell warranty service

In addition, Internet access is provided to students living in the residence halls. These residents will be required to authenticate with their NetID to gain access to the network.

# WKU Technology Jump Start

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



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

