



Information Technology
Services

Kalieg Averdick – Knowledge Coordinator

Need Help?

wku.edu/its/contact

270-745-7000

Monday – Friday: 7:00 AM – 8:00 PM

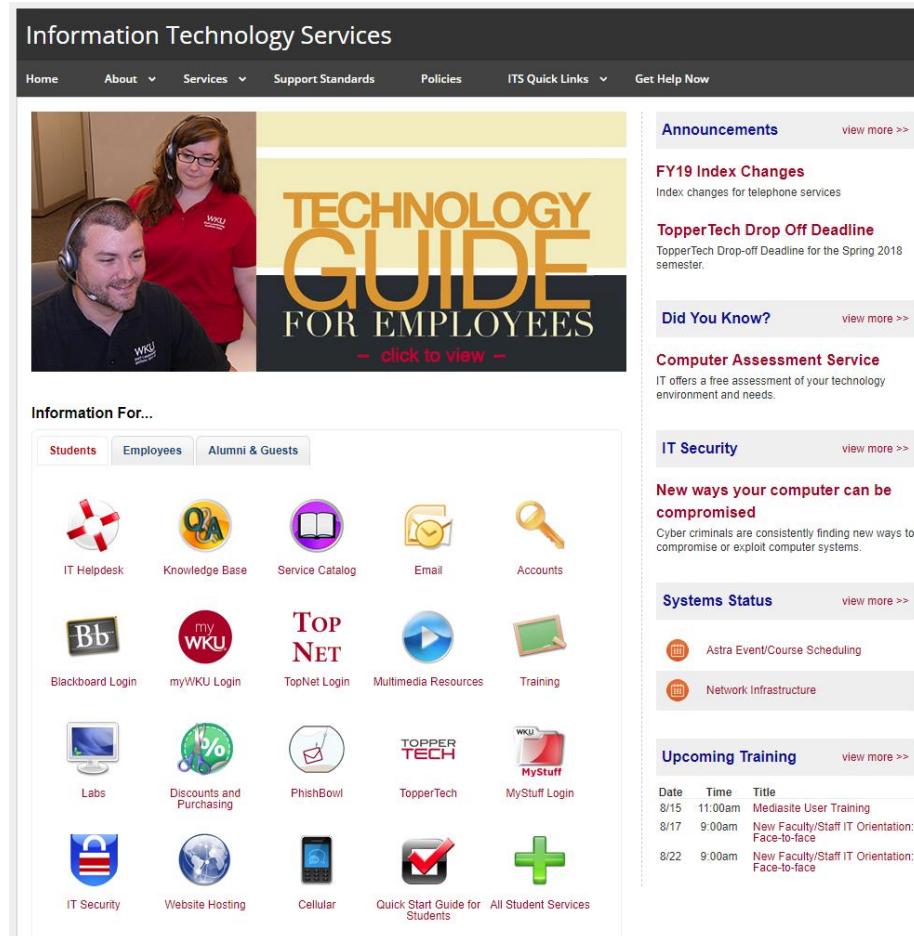
Saturday – Sunday: 11:30 AM – 8:00 PM

College Technology Consultants

- College of Health and Human Services: **Keanan Stewart**
- Gordon Ford College of Business: **Jesse Willcut**
- Ogden College of Science and Engineering: **Casey Peden**
- Potter College of Arts and Letters: **Kurt Fattic**
- University Libraries: **Michael Moore**
- WKU Extended Campuses: **Thomas Gaffin**

Information Technology Services Website

wku.edu/its



The screenshot shows the homepage of the Information Technology Services website. At the top, there is a navigation bar with the title "Information Technology Services" and a menu with items: Home, About, Services, Support Standards, Policies, ITS Quick Links, and Get Help Now. Below the navigation bar is a large banner for a "TECHNOLOGY GUIDE FOR EMPLOYEES" featuring a photo of two staff members and a "click to view" link. To the right of the banner are several announcement boxes: "Announcements" with a "view more >>" link; "FY19 Index Changes" with a sub-headline "Index changes for telephone services"; "TopperTech Drop Off Deadline" with a sub-headline "TopperTech Drop-off Deadline for the Spring 2018 semester"; "Did You Know?" with a "view more >>" link; "Computer Assessment Service" with a sub-headline "IT offers a free assessment of your technology environment and needs."; and "IT Security" with a "view more >>" link. Below the announcements is a section titled "Information For..." with tabs for "Students", "Employees", and "Alumni & Guests". Under the "Employees" tab, there is a grid of 20 service icons: IT Helpdesk, Knowledge Base, Service Catalog, Email, Accounts, Blackboard Login, myWKU Login, TopNet Login, Multimedia Resources, Training, Labs, Discounts and Purchasing, PhishBowl, TopperTech, MyStuff Login, IT Security, Website Hosting, Cellular, Quick Start Guide for Students, and All Student Services. On the right side of the page, there are two more sections: "Systems Status" with a "view more >>" link and a list of items including "Astra Event/Course Scheduling" and "Network Infrastructure"; and "Upcoming Training" with a "view more >>" link and a table of training events.

Date	Time	Title
8/15	11:00am	Mediasite User Training
8/17	9:00am	New Faculty/Staff IT Orientation: Face-to-face
8/22	9:00am	New Faculty/Staff IT Orientation: Face-to-face

NetID Account

wku.edu/its/accounts

- Example: bgr01906
- Use to log in to your office computer, WKU email, Blackboard, TopNet, myWKU



Email & Calendar

- Faculty: first.last@wku.edu
 - Students: first.last123@topper.wku.edu
- Uses NetID and NetID password
- Official Communications
- Can be accessed from mobile devices, email.wku.edu, Outlook



myWKU

my.wku.edu

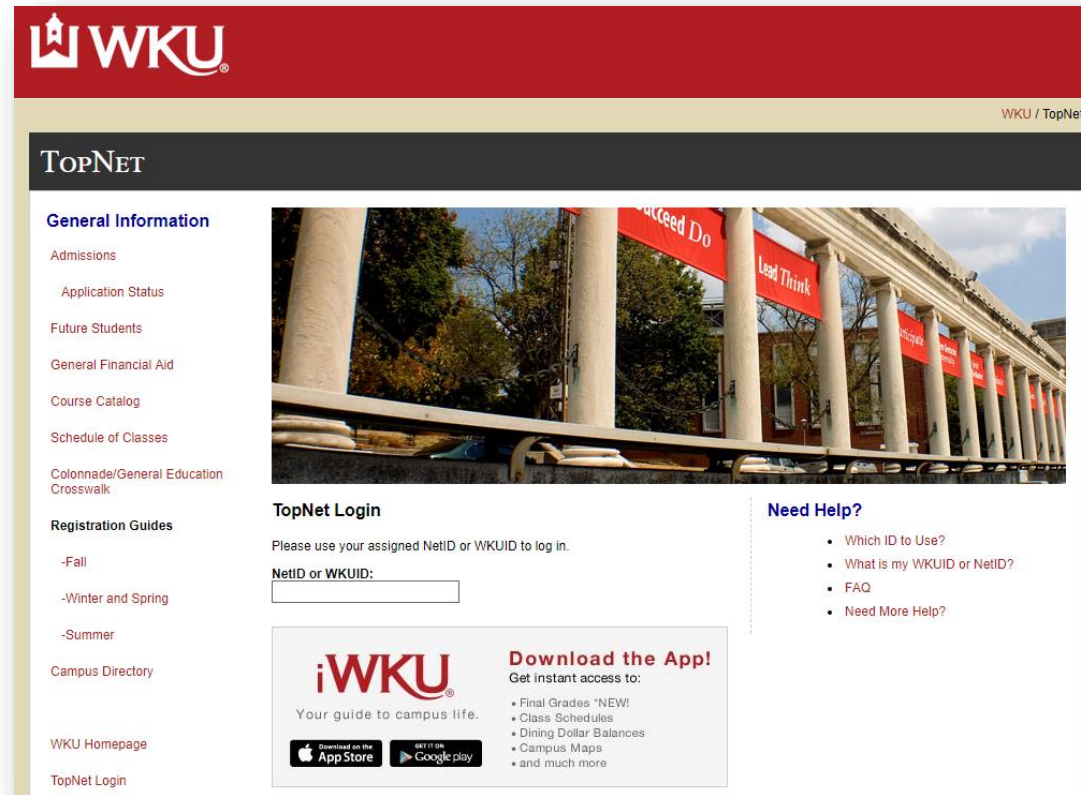
- Instant Access to:
 - TopNet
 - Blackboard
 - Email
 - Campus Directory



TopNet

topnet.wku.edu

- Upload Syllabi
- View Class Rosters
- Submit Required Assessments
- Submit Final Grades



The screenshot shows the TopNet website interface. At the top is a red header with the WKU logo and the text "WKU / TopNet". Below the header is a dark grey bar with "TOPNET" in white. The main content area is white and features a navigation menu on the left with categories like "General Information", "Registration Guides", "Campus Directory", and "WKU Homepage". The central part of the page has a large image of a building with columns and red banners. Below the image is a "TopNet Login" section with a text input field for "NetID or WKUID:". To the right of the login section is a "Need Help?" section with a list of links: "Which ID to Use?", "What is my WKUID or NetID?", "FAQ", and "Need More Help?". At the bottom of the page is a promotional banner for the "iWKU" app, which includes the text "Download the App! Get instant access to:" followed by a list of features: "Final Grades *NEW!", "Class Schedules", "Dining Dollar Balances", "Campus Maps", and "and much more". The banner also includes "Download on the App Store" and "GET IT ON Google play" buttons.

Blackboard

blackboard.wku.edu

- Our learning management system
- For both distance learning and face-to-face courses
- Required Instructor Training



Blackboard

Technology Training

- Required Blackboard training is available fully online (IT Training tab in Blackboard)
- Other online training: wku.edu/its/videotutorials
- ITS Orientation: wku.edu/its/training



WKU Wireless (WiFi)

- **WKU-SECURE:** Recommended for most devices, with a higher level of security than other WKU wireless networks
- **WKU-WIRELESS:** Alternate network for devices that can't support the higher level of security (try WKU-SECURE first)
- **WKU-GUEST:** Recommended for guests of the University. No authentication required, limited speed, restricted network traffic. WKU employees and students should not use this network.



Discounts and Purchasing

wku.edu/it/discounts-purchasing

- Cellular Discounts
 - AT&T – 17%
 - Sprint – 18%
 - Bluegrass – 15%
- Personal Computer Purchasing
- [Software Center](#)
- [Office365 is free](#)



Policies

wku.edu/its/policies

- NEVER give out your passwords
- Security of protected information is everybody's responsibility at WKU



Staying Connected with IT

Twitter: [@wkuITS](https://twitter.com/wkuITS)

[ITS System Status](#)



Need Help?

wku.edu/its/contact

270-745-7000

Monday – Friday: 7:00 AM – 8:00 PM

Saturday – Sunday: 11:30 AM – 8:00 PM