Support

IT Helpdesk  270-745-7000
- Initial point of contact for technology support
- Web: [www.wku.edu/it/helpdesk](http://www.wku.edu/it/helpdesk) or [www.wku.edu/it](http://www.wku.edu/it)
  - Chat: Connect live online.
  - Self-Help: Search knowledge base for known solutions.
  - Service Catalog: Submit form to request assistance online.
  - Password Reset: Lookup account information / reset passwords.
- In Person: Mass Media & Technology Hall
  Third Floor Technical Support Services Window

Student Computer Support
[www.wku.edu/it/toppertech](http://www.wku.edu/it/toppertech)
- Full computer service center for WKU students.
- Employees who are taking WKU courses are eligible for TopperTech services.

Services include:
- Diagnostic testing
- Mac and Windows support
- Apple and Dell warranty service
- Hardware support and replacement
- Software support
- Operating system restoration
- Virus and spyware removal
- Data backup and recovery

Contact TopperTech Support via the IT Helpdesk.

3/2016 WKU - Printing paid from state funds, KRS 57.375
Getting Started

**WKU Technology Accounts**  [www.wku.edu/it/accounts](http://www.wku.edu/it/accounts)
- NetID is your login to myWKU, TopNet, Blackboard, MyStuff, computer labs, WKU InfoView, wireless, and more.
- Look up NetID and set initial password: [www.wku.edu/it/accounts/netid](http://www.wku.edu/it/accounts/netid).
- Keep your login information secure!

**myWKU**  [my.wku.edu](http://my.wku.edu)
- One-Stop access to applications including TopNet, Banner, WKU InfoView, Blackboard, IT Helpdesk, and more.

**Banner**  [banner.wku.edu](http://banner.wku.edu)
- Record keeping system for academic and administrative information.
- Employee Banner account access will be assigned after training.

**TopNet**  [topnet.wku.edu](http://topnet.wku.edu)
- Secure gateway to administrative and academic information related to registration, teaching, advising, finance, personal employee records, and more.

**Email & Calendar**  [webmail.wku.edu](http://webmail.wku.edu)
- Administrative and academic communication and scheduling system.

**WKU InfoView**  [infoview.wku.edu](http://infoview.wku.edu)
- Web-based reporting tool available to faculty and staff.
- Provides the ability to schedule, view, print, and export business intelligence reports.

**IT Policies & Safe Computing**  [www.wku.edu/it/security](http://www.wku.edu/it/security)
- Everyone at WKU is required to practice safe computing.
- Read, understand, and follow IT Policies: [www.wku.edu/it/policies](http://www.wku.edu/it/policies).

**WKU File Shares**  [mystuff.wku.edu](http://mystuff.wku.edu)
- Access network file storage using MyStuff on or off campus.
- P: drive is the individual, WKU-related storage and cannot be shared.
- S: and U: drives are shared storage depending on job responsibilities.

Resources

**Technology Training**  [www.wku.edu/it/ videotutorials](http://www.wku.edu/it/ videotutorials)
- Technology video tutorials.
- Online workshops on Blackboard, Adobe software, etc. Log into Blackboard, and click IT Training tab for workshop access.

**Blackboard**  [blackboard.wku.edu](http://blackboard.wku.edu)
- Learning management system for course materials and discussions, multimedia files, tests, grades, etc.

**Technology Resource Center (TRC)**  [www.wku.edu/it/trc](http://www.wku.edu/it/trc)
- Hands-on digital media facility, located in MMTH 257.
- Equipment for loan: laptops, cameras, and projectors.

**Communications**
- Sign up for emergency text alerts. [topnet.wku.edu](http://topnet.wku.edu)
- Access from Personal Information tab. Notifications include weather, school closings, and other critical messages.
- Telephone services: [www.wku.edu/it/telephone](http://www.wku.edu/it/telephone)
- Data Network: [www.wku.edu/it/network](http://www.wku.edu/it/network)
- Cellular Resources: [www.wku.edu/it/cellular](http://www.wku.edu/it/cellular)

**Audio & Video Services**  [www.wku.edu/it/conferencing](http://www.wku.edu/it/conferencing)
- Video conferencing services for collaborative communication needs.
- Real-time, online communications from office or mobile device.
- Audio conferencing and webinar coordination services.

**Discounts & Purchasing**  [www.wku.edu/it/discounts-purchasing](http://www.wku.edu/it/discounts-purchasing)
- Apple and Dell hardware and Adobe Creative Cloud discounts.
- Microsoft Office and antivirus software at no cost to faculty and staff.
- Cellular discount of 8% with AT&T and 10% with Sprint.

**Student Technology Centers**  [www.wku.edu/it/labs](http://www.wku.edu/it/labs)
- Computer labs, including printing, are available for use by current WKU students, faculty, and staff.