WKU, Technology, and You

Emilee Renfrow – Service Desk Consultant

Information Technology Services

- Composed of 3 departments
  - Infrastructure and Operations
  - Applications and Programming Services
  - Technical Support Services
- Susan Howarth is our Vice President
- Jeppie Sumpter is our Assistant Vice President (Interim)
- Located across several buildings and all campuses

ITS College 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: Matt Wilson
- University Libraries: Michael Moore
- WKU Extended Campuses: Thomas Gaffin

ITS Services and Resources

WKU Name Changes

Starting in 2021, the services formerly known as **Desktop Support** and **TopperTech** will be transitioned into one service known as TopperTech. These groups will still be completing the same kinds of services but now joined and under one name. This will be a gradual change and most areas will still know them by the names of **Desktop Support** and **TopperTech**.

TopperTech – Personal Computer Repair

- wku.edu/its/toppertech
- JRH Third Floor
- Free drop-off service for currently enrolled students
- Employees are eligible if they are enrolled in classes
- Services include:
  - Virus and spyware removal
  - Hardware diagnostics & part purchasing
  - Data backup
  - Operating system installation
  - In-house Dell and Apple warranty work

TopperTech – Loaner Laptops

- Free loaner laptops
  - Travel
  - Continue working when your computer is being repaired
  - Great for conferences and presentations

Topper Tech (Formerly Desktop Support)

- Drop-off and onsite troubleshooting/repair for WKU-owned computers and printers
- Works with vendors to setup and maintain purchasing information for WKU
- Drop computers off at JRH 350
- Computer Assessment Service

Student Technology Centers (Labs)

- wku.edu/its/labs
- Print from personal devices
- Located in JRH, Cravens, Cherry, Grise, and Snell Hall
- Scanners
- Macintosh Computers
- Departmental Labs
  - Assist with customization

Audiovisual Technologies

- wku.edu/its/audiovisual
- Interactive Video Services (IVS)
- Audiovisual Design
- Audio Conferencing
- Room-Based Video Conferencing
- Desktop Video Conferencing

ITS Security Office

- wku.edu/its/security
- ITS Security Bulletin
- Report Security Incidents
  - Phishing scams
    - Forward to phish@wku.edu
  - Unintentional data loss

Technology Training

- wku.edu/its/training
  - it.training@wku.edu
- Technology Training Calendar
- Online Training
  - Required trainings for Blackboard and Omni CMS
- Video Tutorials
- Classroom Technology Training (including IVS Classrooms)

Discounts and Purchasing

- wku.edu/its/discounts-purchasing
- Cellular Discounts
- Personal Computer Purchasing
- Software Discounts
  - Office365 free for employees
- WKU Computer Purchasing
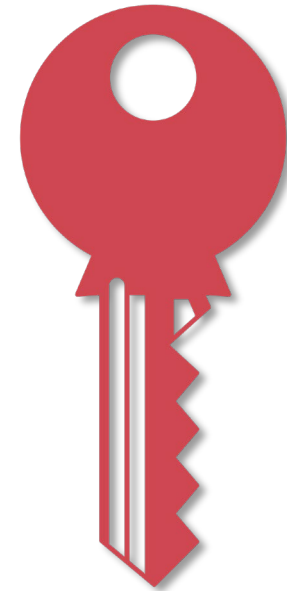 - Recycled Computer Program

ITS Online Resources

WKU Accounts

- WKUID (e.g., 800123456)
  - Has a 6-digit PIN
  - Stays with you for life
- NetID (e.g., bgr12345)
  - Has a password
  - Active when currently employed or retired
- Exchange Email (e.g., big.red@wku.edu)
  - Uses NetID password
  - Retirees keep for life
  - Do not use for personal accounts

Account Reset Page

- wku.edu/its/accounts
- Immediate access to reset:
  - WKUID PIN
  - NetID Password
  - Security Question
- Create Guest Accounts

Exchange Email

- wku.edu/its/webmail
- Multi-Factor authentication via DUO
- Can be setup in Outlook
- Can be accessed from home
- Can be accessed from mobile devices
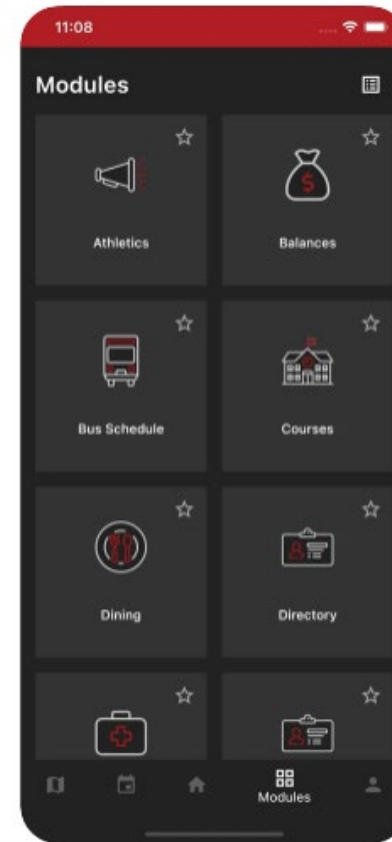- Shared Mailboxes (e.g., it.training@wku.edu)

myWKU

- [my.wku.edu](my.wku.edu)
- Single sign-on to:
    - TopNet
    - Banner
    - Email
    - Blackboard
    - Much more
- Directory
- IT System Status

iWKU App

- wku.edu/its/iwku
- Features:
  - Directory
  - Athletics
  - Events
  - News
  - Much more
- Android and iOS

File Storage and Sharing

- Personal OneDrive (1TB)
- Shared / Departmental (S:) Drive
- Stored on our secure server
- Backed up daily for 7 days
- Remote access – mystuff.wku.edu
- Sending large files
- Server hosting

Staying Connected with ITS

Twitter: @WKUITS

ITS System Status

Getting Help from ITS

- Walk-up Service – JRH 3rd Floor
- Telephone – 270-745-7000
- Chat – Connect live online
- Knowledge Base – Search our help articles
- Service Catalog – Request help online