

10 Things You Should Know about IT as an Incoming Student to WCSU

1. Orientation and Creating My Student User Account:

On Orientation day, new students have a lot to do. Besides registering for courses, students are given information about Student User Account login creation.

New students can create their Student Accounts for Windows and Outlook Email at any of WCSU's computer labs on Orientation Day, or any time after the student has registered for classes. This account will grant you access to your Student Windows Account, Student Banner Account, Student Blackboard Account, and Student Email Account, as well as several other Student User Tools.

After receiving your username (your last name followed by 3 numbers) and a temporary password that will allow you to access your account, you will need to set your own password. Strong passwords are at least 8 digits long and contain a mixture of lower and upper case letters, numbers, and symbols. Be sure to keep your password secure as it grants you access to sensitive student information.

2. Where are WCSU's Computer Labs?

WCSU has three Computer Labs on its Midtown Campus and one computer lab on its Westside Campus, as well as multiple computer study rooms located around both campuses.

The main four Computer Labs, also known as Computer Centers, are listed below:

The Midtown Computer Center (MTCC) [located in the Midtown Haas Library \(HAAS\) on the 1st Floor](#)
The Student Technology Training Center (STTC) [located in the Midtown Student Center \(SC\) in room 225](#)
The Westside Computer Center (WSCC) [located in the Westside Classroom Building \(WS\) in room 117](#)
The Campus Center Computer Center (CCCC) [located in the Westside Campus Center \(WSCC\) on the 3rd floor](#)

The Midtown Student Center and the Westside Campus Center labs are 24 hour labs for student convenience. For more information regarding lab hours, please contact the labs via phone at (203) 837-9232.

3. How can I receive technology help from IT?

The WCSU ITI Main Office and the WCSU IT Help Desk are located in the Midtown Old Main (OM) building on the 3rd floor, room 303.

The Help Desk can be contacted by emailing requestIT@wcsu.edu, and by phone (if email is inaccessible) at 203-837-8467. Emailing the Help Desk is the best way to receive help as an email will automatically create a ticket for you that will be reviewed by Help Desk staff. The Help Desk is open Monday – Thursday from 8:30am to 8:30pm, and Fridays from 8:30am to 4:30pm during Spring and Fall Semesters while classes are in session, and Monday – Friday from 8:30am to 4:30pm over the seasonal breaks.

The WCSU ITI Main Office can be reached by phone at 203-837-8307, and walk-ins are always welcome. The ITI Main Office is open Monday – Friday from 8:30am to 4:30pm all year long.

The ITI Main Office and Help Desk are closed on Holidays and according to weather related cancelations.

WCSU ITI does not offer technical support for personal owned computers and software.

4. Can I get Free Software as a student at WCSU?

Yes! WCSU offers a variety of software for students on the Software Digital Download Portal for free. Offers include Windows Operating Systems, Microsoft Office for PC and MAC, Security Software and more! Just go to <https://webapp.wcsu.edu/sddp/app/landing.do> to learn more.

To access the Software Digital Download Portal, you'll need your student username and password, so be sure to set up your account with one of the WCSU Computer Centers.

5. How do I connect my Xbox or PlayStation (or any personal device) to WCSU's network?

Just email the Help Desk at requestIT@wcsu.edu with your full name, your dorm room number, the device you would like to connect, and the device's MAC Address to request wireless network access, and if you're trying to connect your device via an Ethernet cable directly into the WCSU Network for wired access, you'll also need to provide the jack number located on the Ethernet Cable port on the wall inside your dorm that you would be connecting into.

A device will have two different MAC addresses, one for a wireless connection and one for a wired connection. Both can be found within the settings or properties of the device and there are multiple online walkthroughs that can help you find the MAC address on whatever device you're trying to use. Just search, "How do I find my devices MAC address?" in any web browser, specifying what kind of device it is (i.e. an Xbox, camera, etc.) Be sure to provide the correct MAC address in your email request whether you are requesting wireless or wired access.

Once your information has been received, your device will be registered into the network using your MAC address, and any new device will need to be registered. If you encounter problems after disconnecting a device, you may need to re-register your device.

6. How do I use WCSU's Wi-Fi Networks?

WCSU provides free Wi-Fi to all students on campus.

There are two main networks for Students: WestConn and WestConn-Student.

In order to connect to either of these networks, you must login in using your Student Username and Password. In order to reach the login portal, connect your device to the network. Depending on the device, device operating system, and device browser, the login portal may automatically appear once you have connected to the network or you may need to open a browser and type in wcsu.edu in the web address bar and press enter to manual prompt the portal's activation. Once you have reached the login portal, simply input your student credentials and click login.

If you experience issues reaching the login portal or connecting to either network, please contact the IT Help Desk at requestIT@wcsu.edu.

Students will need to login through the portal every time you wish to connect to the WestConn Network, but the WestConn-Student Network automatically registers your student credentials the first time you login on either campus, so you will not need to login to WestConn-Student every time.

If you would like more information, check out the link on WCSU's support site: <http://support.wcsu.edu/customer/en/portal/topics/822946-internet-wifi/articles>.

*Over the summer, WCSU will be upgrading its wireless networks, so there may be occasional outages or dead-zones around either campus.

7. How do I reset my password?

Students can go to <http://wcsu.edu/password> to reset their password. Simply provide your Student I.D. number (an 8 digit number beginning with 50), your birthdate, and your zip code to change your password.

Be aware that student passwords automatically expire every 60 days for security purposes and students will automatically be prompted to change their password when they attempt to login to a University Computer after their password as automatically expired.

Otherwise, a student can simply use the method above to reset their password anytime.

8. Where can I access other tools available to me as a Student at WCSU?

Students can access a wide variety of tools available to them via the WCSU website. Visit <http://wcsu.edu> or <http://conduit.wcsu.edu/students.asp>, the WCSU Student Portal, to explore the many tools WCSU offers over the web. From either website, Students can easily access their Banner or Blackboard accounts, or their Student Email Account.

On conduit.wcsu.edu, you can also customize helpful widgets for your personal use, including WestConn Twitter, WestConn Facebook, WestConn Headlines and WestConn Essentials.

9. How do I set up my email account on my mobile device?

You can connect to your email on a phone or tablet. When you set up an account on your device, you'll be able to access and synchronize your email, calendar, and contacts.

Please visit WCSU's support site for instructions on how to set up your email account on a mobile device, here: http://support.wcsu.edu/customer/en/portal/articles/2081959-how-do-i-set-up-my-email-account-on-my-mobile-device-?b_id=12070.

10. How do I manage my WESTCONNECT Card for CONNECT Cash, Meal Plans, and ConnectPrint?

Your WESTCONNECT I.D. Card has multiple uses. You can add funds to your CONNECT Card to use for on-campus meal purchases, as well as select participating restaurants. The card can also be used to manage your student meal plans and printing from the on-campus printers.

To manage these funds and plans, go to <https://webapp.wcsu.edu/wcam>.

After signing in with your Student Username and Password, and agreeing to the terms of usage, you can add funds to your CONNECT Card, manage Meals plans, and view your ConnectPrint usage.