

[its.wlu.edu](http://its.wlu.edu)  
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## INFORMATION TECHNOLOGY SERVICES Faculty/Staff Reference Card

[its.wlu.edu/faculty-staff](http://its.wlu.edu/faculty-staff) (a Web-based version of this card with live links)

### FOR NEW EMPLOYEES

#### CHANGE YOUR PASSWORD

Your network username and temporary password will be provided as soon as possible after Human Resources has notified ITS that your employment record is active. Use the temporary password provided for your initial log in, then create your own password at *password.wlu.edu*. Please note that you'll be asked to change your password once a year.

### RESOURCES

#### INFORMATION DESK IN LEYBURN LIBRARY

This service offers comprehensive assistance with technology and research needs. Stop by, e-mail [help@wlu.edu](mailto:help@wlu.edu) or call 458-HELP (4357) on campus. Laptop computers, digital video cameras, audio recording devices, microphone headsets and other equipment are available for checkout.

#### WEB HELP DESK

ITS offers a variety of assistance to help you succeed in your use of information technology. For most requests, we encourage you to use Web Help Desk ([helpdesk.wlu.edu](http://helpdesk.wlu.edu)) or e-mail [help@wlu.edu](mailto:help@wlu.edu). Requests submitted using these methods will be quickly routed to the right person, and you'll receive e-mail updates on the status of your request.



#### ACADEMIC TECHNOLOGIES

- 🔊 **Computing labs** on campus feature Windows and Macintosh computers and a variety of software. The Innovation Lab in Leyburn Library features scanners, drawing tablets, multimedia editing software and other advanced software and hardware.
- 🔊 **Classroom technologies** include digital projectors, document cameras, lecture-capture technology that allows students to review class sessions online, and collaborative tools like the SMART board.
- 🔊 **Sakai** ([sakai.wlu.edu](http://sakai.wlu.edu)) is W&L's Web-based learning management system.

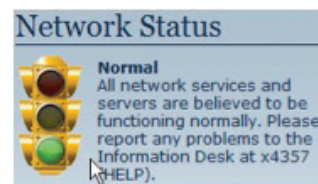
#### TECHNOLOGY EDUCATION

**The ITS Knowledge Base** ([help.wlu.edu](http://help.wlu.edu)) features answers on numerous questions relating to software and devices used at W&L. In addition, a library of online books on technical subjects can be referenced through **Safari Books Online** ([safari.wlu.edu](http://safari.wlu.edu)), and ITS provides online **Lynda video tutorials** through [lynda.wlu.edu](http://lynda.wlu.edu). Face-to-face training and professional development activities are provided through **Fall Academy, Winter Academy and Spring Academy**. In addition, informal, 10- to 15-minute training sessions are held on a regular basis at the **Smart Zone** in Leyburn Library; these and Academy events are announced in Campus Notices.

#### THE STABLE

This service provides convenient access from any high-speed Internet connection to standard Windows desktops, including some discipline-specific desktops. The Stable may be accessed through a Web browser ([TheStable.wlu.edu](http://TheStable.wlu.edu)) on a variety of devices, including Windows and Macintosh computers, iPads and a variety of smartphones.

Check network and system status, and see details on all topics in this card at [its.wlu.edu](http://its.wlu.edu).



## HARDWARE AND SOFTWARE

ITS provides desktop or laptop computers running the Windows or Macintosh operating system, depending on the particular needs of faculty and staff. ITS licenses Microsoft Office, anti-virus software for all University-owned computers and supports a variety of specialized software. Some software supported by ITS allows for home licensing; contact the Information Desk (x4357) for details.

## E-MAIL, CALENDAR AND COLLABORATION

- ☛ W&L e-mail, calendars and tasks can be accessed using the Web or a variety of software applications, including Outlook on Windows or Entourage on the Macintosh.
- ☛ E-mail spam filtering is provided by Digitar Sentinel; you can check quarantined messages and your anti-spam settings at *portal.digitar.com*. Your username for this site is your W&L email address, and your initial password will be sent to you in an activation mail from *support@digitar.com*.
- ☛ SharePoint is a Web-based environment for collaboration, such as committee work.
- ☛ Campus Notices (*campusnotices.wlu.edu*) is a Web-based tool for managing e-mail announcements to faculty, staff and students. An online directory ("Directory" link at top of W&L home page) includes contact information for faculty, staff and students, and is searchable.

## TELECOMMUNICATIONS

Office phones are provided to faculty and staff. Administrators and staff with business-related needs for mobile phones may apply for University support of such devices; send an e-mail to [help@wlu.edu](mailto:help@wlu.edu).

## WIRELESS AND OTHER NETWORK RESOURCES

W&L offers extensive wired and wireless network service throughout campus. To prepare your wireless device for use at W&L, go to [wireless.wlu.edu](http://wireless.wlu.edu).

## POLICIES

The University maintains policies concerning copyright, security, peer-to-peer file sharing, acceptable use of computing resources and other topics. See <http://www.wlu.edu/x49701.xml> for details.

## WEBADVISOR

WebAdvisor ([webadvisor.wlu.edu](http://webadvisor.wlu.edu)) provides employee self-service tools such as time entry and budget tools. Faculty tools include class rosters with student photos, the online grading interface, student requests for confidential information release, advisee information, and class registration management screens.

## SAFE COMPUTING

ITS employs spam filters, virus protection, network access control and other security measures, but you are the most important link in information security. Be certain about the authenticity of e-mails before you open attachments or click on e-mail links. Never respond to requests for confidential information such as passwords; ITS will never make such a request. Also, never send social security or credit card numbers through e-mail, even on campus. See <http://www.wlu.edu/x49702.xml> for details.

