

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

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

Smartphone users: Scan the codes to the left to get details on the topics.

### INFORMATION DESK IN LEYBURN LIBRARY

This service, jointly administered by ITS and the University Library, offers comprehensive assistance with technology and research needs. For example, students can receive assistance in: troubleshooting their computers; using software for creating and editing videos; creating and printing posters; using large-format scanners; using library resources for research. Stop by, e-mail [help@wlu.edu](mailto:help@wlu.edu) or call 458-HELP (4357) on campus. Laptop computers, laptop chargers, iPads, 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)). Requests submitted using this tool will be quickly routed to the right person, and you'll receive e-mail updates on the status of your request.



### SELF-HELP INFORMATION

The Knowledge Base ([help.wlu.edu](http://help.wlu.edu)) features answers on many questions relating to software and devices used at W&L. Two other resources for self-help include a library of online books on technical subjects ([safari.wlu.edu](http://safari.wlu.edu)) and a collection of online videos offering software instruction ([lynda.wlu.edu](http://lynda.wlu.edu)).



### 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 and other technologies.
- ☛ **Sakai** ([sakai.wlu.edu](http://sakai.wlu.edu)) is W&L's Web-based learning management system.



### THE STABLE

This service provides convenient access from any high-speed Internet connection to Windows lab 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.

### FREE SOFTWARE

ITS licenses the current Microsoft Office Suite for your personal Windows or Macintosh computer. The cost of the software is covered by the technology fee paid by all students. Access the software at [download.wlu.edu](http://download.wlu.edu).



### E-MAIL AND CALENDAR

W&L e-mail can be accessed using the Web ([mail.wlu.edu](http://mail.wlu.edu)) or a variety of software applications. Outlook Live, the e-mail solution provided for W&L students through Microsoft, also includes calendar and time-management tools and online storage. Campus Notices is a Web-based tool for managing e-mail announcements to faculty, staff and students.

### PHONE AND CABLE

Cable television and local telephone service is standard in residence halls. Voice mail and long-distance service are available upon request.



### WIRELESS AND OTHER NETWORK RESOURCES

W&L offers extensive wireless coverage and wired connections in all residence halls. 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.



### WEBADVISOR

WebAdvisor ([webadvisor.wlu.edu](http://webadvisor.wlu.edu)) is the interface for matriculating online and viewing personal information such as academic course history, grades by term, and degree audits. Course registration is processed through WebAdvisor and your personal class schedule can be imported into your Outlook Live calendar. You can also print your own official enrollment verifications, and access your personal GPS financial account, holds listing, and vehicle registration.



### 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. Security Alerts on the ITS home page ([its.wlu.edu](http://its.wlu.edu)) provide timely announcements on phishing attempts and related threats.

Check out these and other devices from the  
Information Desk at Leyburn Library:

