

Technology at Worcester State College – Students

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Welcome to Worcester State College! Computers and the internet play an important role in your academic and social activities. Listed below is a brief introduction to the many technology resources at the College. For additional information on any of the items listed below (including detailed reference guides on each item), visit the **Information Technologies' website at <http://uts.worcester.edu> and Community System <https://community.worcester.edu>.**

Students have 3 options when requesting UTS assistance: **1)** Visit the UTS Helpdesk (LRC 310); **2)** Fill out an online 'UTS HelpDesk Support Request' form; or **3)** Call the Help Desk at 508.929.8856. Look on the left-hand side of the UTS website under "Contact Us" for hours of operation and to submit an online Help Desk Support Request Form.

Username and Password - Your WSU Network Username and Password are your entrance to technology at Worcester State College. Your username and password will be used to access all of the College's systems, including email, network data storage, printing and online registration. Your username and password are generated at the time that you are admitted to the College and registered for a course(s). Your username/password is mailed to you by standard USPS mail at the time of your initial registration. **Note:** this information cannot be provided over the phone or via email. There is a '**WSU Network Password Reset**' screen available from the UTS website or Community System, you will need your **7-digit WSU UserID#** (received at the time of registration & available on your OneCard ID), the last 4 digits of your SSN and your date of birth to use this resource as a lookup or password reset. **Note:** Passwords, which need to be reset every 90 days, have 8 characters and must contain 1 capital and 1 lower case, letter along with 1 number – these cannot be reused. **It is against WSU's Network Acceptable Use Policy to share this information!**

OneCard - WSU's OneCard ID is your official identification, library and door access card. You will ALWAYS need to carry your OneCard - when printing to academic technology lab printers; copying; in the Dining Hall as well as to purchase UTS software or goods/services from a variety of on and off-campus vendors including the bookstore. You can access information about **your** OneCard account by logging into Community System and clicking the My One Card Account tab. Pick up your OneCard ID at either the OneCard Office or Campus Police. With your WSU OneCard Student ID#, guests can make deposits to your account from the main page of Community System (<https://community.worcester.edu>).

Laptop Purchase – **Laptops are required for all students.** We do have a recommended laptop purchase program which allows students to take advantage of special pricing on hardware which has been vetted (durability, reliability, supportability) by the MassAdvantage program. The computer, when purchased through this program, comes with either a 3-year or 4-year complete care warranty, Computrace (Lojack for laptops) with a replacement guarantee, and a software image available only to WSU students (an additional \$1,000 est. value). Additionally, as long as you are a student at WSU and have purchased a supported model, service for both hardware and software issues is provided **on campus at no charge.**

Computer Repair - Information Technologies fully supports the College recommended laptop and will offer repair services for them at no charge, provided that your laptop still is covered by the Dell warranty. Information Technologies will make a good faith effort to correct software problems for all other laptops at a flat rate of \$20 per incident (bring your WSU OneCard ID with \$20.00 available in common funds – we cannot accept check/credit/cash). Information Technologies cannot support student desktop computers, gaming machines or any peripheral devices. Additionally the UTS Helpdesk offers MS Office and current Windows operating system CD/DVDs available for sale - (bring your WSU OneCard ID with \$see our website for current pricing-available in common funds – we cannot accept check/credit/cash). Check the 'Contact Us' link from the UTS website for Helpdesk hours of operation and "Hardware/Software Special Pricing".

Joining the Domain (Available On Campus, for XP Professional, Vista Business/Enterprise and Win 7 Ultimate users only!) - Instructions for joining the domain are available on the UTS website under Network Services. After joining the domain, students can access their network drive, print to lab printers and use network available software (i.e. SPSS). To save to your Z:\ drive choose File>Save As in your application and select *username\$* on 'wscnas1' (Z:\). This is a good way to make certain important files for class will be backed up. **Note:** *Computers must be installed with XP Professional or Vista Business/Enterprise as their operating system to join the domain (XP/Vista Home Editions will not work).* The (ACL) domain is a portion of the network reserved for students. When logging into your laptop running Microsoft Windows XP Professional, Vista, or Windows 7, a profile is created based on your 'WSU Username'. Files created, when logged into this profile, are stored on the computer in folders under this profile name. When joining the WSU domain, you may wish to move files previously saved on the computer under your old user profile to this new profile – keep in mind files in all profiles will still be available until deleted.

Network Data Storage - In addition to the 7⁺gb of space available in your Gmail account - each student is provided with a Z:/ network drive: **40mb** of network data storage on the wscnas1 (Z) drive (available when **ON campus**) - In order to save to your Z: network drive, it is necessary to join your laptop (or desktop computer) to a domain.

Community System - Community System is Worcester State College's community portal and contains the Blackboard learning management system. The portal can be accessed from the WSU website home page or by entering the following address into a browser (Internet Explorer, Firefox, Safari, Netscape etc.): <https://community.worcester.edu>. Blackboard course shells, which act as containers for course content, can be accessed after logging into the Community System. WebAdvisor (registration & grades) as well as eMail (@worchester.edu Gmail) are available through Community System.

Email - You can access student eMail through the WSU Community System. From the 'Student Central' tab, click the link entitled "Student Gmail". Student eMail is only accessible from Community System. Your WSU gmail address is your username@worchester.edu **Note:** Students have 7gb+ of space available in email See [[GMail Support Documentation-http://www.google.com/support/a/worcester.edu](http://www.google.com/support/a/worcester.edu)] for additional information. This email address is an official means of Worcester State College communication. It is important for you to check this account.

WebAdvisor - WebAdvisor is Worcester State College's online course registration, schedule and grading system. WebAdvisor is used to lookup courses, check grades, and register for new courses online. WebAdvisor is accessible through the College's Community System. **Note:** Certain items (grading and registration) in WebAdvisor are only available during certain periods of the semester; this schedule is available from the Registrar's office.

Open Lab Availability - There are two open computer labs on campus. Those specifically designated as 'Open Labs' are located in the Sullivan Building-Room 138 and LRC/Library-Room 310. Hours of operation are available at <http://uts.worcester.edu>. Under Points of Interest on the right-hand side of the page, choose either lab's link for hours. You will need your WSU OneCard ID to access the room(s) and for printing. Additionally, you will need your WSU Network Username/Password to log onto the computers. **Reminder:** Students should be sure and choose the "ACL" domain when logging in.

Printing -Students may print via the College's wireless network to public computing labs in several locations on campus (Look for the link titled "[Computer Labs, Software, and Printing](#)" under the Labs/Printing category on the UTS website for up-to-date information). Each student receives \$20 worth of free printing for each academic year, after which personal funds can be added to Common Funds on your OneCard for additional printing expenses. Black and white printing is \$.10 (ten cents) per page, while color is \$1.00 (one dollar) per page.