

# New to W&J for Faculty/Staff

Welcome to The Office of Information & Technology Services at Washington & Jefferson College. IT Services is available to assist you with your academic and administrative technology needs. Every faculty and staff member receives an account on the W&J network. Through this account you can access academic and administrative systems, e-mail, Web servers, Internet, our [ITS Policies and Procedures](#), and many other services. If you're new to W&J you may find the following overview to be helpful. Should you have any questions please [contact us](#).

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## How do I get computer and technology support at W&J?

- The Helpdesk is available to provide technology support. Click [here for ways to contact the ITS Helpdesk](#). You may also visit the Helpdesk in room 121 of the Technology Center.
- The Helpdesk is limited in how much help we can provide you with your personally owned computer equipment. If you need help with a broken personal computer, we can direct you to some local businesses that perform that kind of work.
- Many issues people have with their personal computers are the result of spyware and adware software, collectively called malware that is often installed without the knowledge or consent of the computer owner by visiting suspicious websites or by downloading dubious programs. Malware may make your computer run slower and may even keep your computer from working on the network; it is cleaned off a computer by using anti-malware software. The Helpdesk can assist you with the process of detecting and removing malware from your computer.

## Purchase a computer or software at a discount

- IT Services has established several purchasing arrangements with well known companies to provide computer technology and software to students at academic discounted rates. When you purchase computers with the academic discount you may save a percentage from your purchase.
- Certain software packages can be quite expensive. With the help of the Association of Independent Colleges and Universities in Pennsylvania (AICUP), we have established an on-line store at Journey Education. This store provides substantial software discounts through Journey's Education's academic discount initiative. Links to on-line stores for Dell, Apple Computer and Journey Education can be found at our [personal IT purchases](#) page.

## Logging In

- IT Services creates network accounts for each new faculty or staff member. The account information is then sent to the immediate supervisor (for faculty, we provide that information to the Academic Affairs Office), who in turn distributes it to the new employee. Usernames for faculty and staff members generally follow a standard convention of first initial, followed by last name. For example, John Doe's username is jdoe. The initial account password is assigned by IT Services, and users are required to change their password during their first account login, and then on a regular basis in accordance with the password policy. User names are not case sensitive, but passwords are. Users are encouraged to change their passwords frequently. The [Password Policy](#) can be found on the [ITS Policies and Procedures](#) page.

## Network Connectivity

- IT Services maintains an extensive wired network of more than 50 campus buildings.
- Wireless connectivity is supported in most locations on campus. For a full list of areas with wireless access please follow this link: [Locations of wireless on campus](#)
- Please contact the Helpdesk for more information on network connectivity.
- You can find instructions how to connect to wireless at the following link: [Register Wireless Device](#)

## E-mail

- Every employee has an [email account](#). IT Services supports Microsoft Outlook, Outlook Web App, Office 365 and Apple Mail. All new accounts created after October 1st, 2018 will utilize Office 365 for their email and calendar. If you are one of these users, you may click here [W&J Office 365 site](#) for access.

## Network Folders

- Network folders are located on College owned servers and can be used to safely store and access files from a wired connection on campus or the W&JSecure wireless connection. Some network folders are used for sharing files that many people need. Access to these folders is often restricted to a specific group of users, such as all members of a faculty committee or all members of a particular administrative office.
- In addition to these shared network folders, each faculty/staff member has access to a personal network folder - "the *Home* folder". The Home folder is a private location with 10 GB of storage where you can store important files for easy access from any computer on campus. You are the only person who can see or access the contents of this folder. When you log in, the *Home* folder automatically appears on your desktop. It is a good location to store backups of your important individual files (however, please do not make this the destination for a system-wide backup).

## WebAdvisor

- All employees have a [WebAdvisor](#) account which provides a summary of your employee profile, as well as other information that may be specific to your position and responsibilities. Faculty members can access course and advisee data, and faculty chairmen and staff members who are responsible for departmental budgeting can view their department's financial information. WebAdvisor can be accessed from any computer, on campus or off.

## Academic Technology

- Academic Technology has attempted to provide information in our [ITS Knowledge Base](#) that faculty can use to "self serve," but we know sometimes that generic information may not seem to apply to your situation, or you may want an experienced guide to help navigate all that's "out there." Please contact Ben Stoviak ([bstoviak@washjeff.edu](mailto:bstoviak@washjeff.edu)), Instructional Technologist, for more information.
- Academic Technology information is made available as it is relevant throughout the year via e-mail messaging and Sakai Home Screen updates.

## Sakai

- W&J uses Sakai as our Learning Management System (LMS), and all faculty members and students have access to Sakai for course instruction purposes. Faculty and students are also able to create project sites within Sakai to use for clubs, service groups, activities, and collaboration (with peers on and off campus). An instructional technologist is available to assist faculty with the use of Sakai and on-line development of instructional materials. Sakai can be accessed from any computer on or off campus by navigating to [www.sakai.washjeff.edu](http://www.sakai.washjeff.edu) or by selecting *Sakai* when you hover your mouse cursor over *Faculty/Staff* on [www.washjeff.edu](http://www.washjeff.edu).
- *Support* articles for common tasks in Sakai are available in our ITS Support Center: [Sakai Support Center Articles](#).

## ID Cards

- Your ID card is your access key to resources, activities, events and buildings across campus. You should protect your ID card in the same way you would protect a personal credit card. Accessing buildings after hours, checking out books from the Library, and gaining entrance to arts and athletic events all require a valid ID card. Employees are able to add funds (JayCash) to their ID card from the Business Office in Thompson Hall, and then use the points for bookstore and dining hall purchases. A lost card should be reported immediately to the Office of Campus and Public Safety at campus extension 6032 or by dialing (724)223-6032 from off campus.

## Media Services

- The majority of the classrooms on campus are media ready. Several other presentation rooms also have permanently installed media equipment and can be reserved from on campus through the [campus scheduler](#). In addition to these rooms IT Services maintains a pool of portable projectors, DVD players, and other equipment for short term loans. Please contact the [Helpdesk](#) for more information or to place an equipment reservation.

## Training

- IT Services provides a variety of training classes throughout the year. Classes are frequently offered on general topics like Microsoft Office applications and on more specific topics for academic technology and administrative computing purposes. Please see the [ITS Training Calendar](#) for a list of available training classes and for registration information.

## Telephone Service

- Full-time faculty and staff have voice mail accounts. A link to [instructions](#) for using the voice mail system can be found on the left-hand navigation bar. Instruction manuals for several IP telephone models are also available.
- You can place on-campus calls to faculty, staff and students simply by dialing the correct 4-digit extension number. To place an off-campus call dial '9', followed by the area code and number. Please note that you will not hear a second dial tone after pressing '9'. For long distance calls you will need to dial 9-1- plus the area code and number.
- In case of an emergency you should always dial 911. When you call 911 from a campus phone, it will ring in our Office of Campus and Public Safety; the benefit of this is that the Office of Campus and Public Safety will be able to identify your location on campus. Please remember, if you dial 911 from a non-campus phone (i.e. cell phone), please state your name and campus location because it will ring directly to the Washington County 911 emergency dispatcher.
- For your safety, there are emergency phones located throughout campus. These phones are clearly marked and can be found along common walkways and near some building entrances. Each phone has a blue beacon light, and is clearly visible at night.

## Directory Services

- The Campus directory can be accessed by navigating to the [W&J College homepage](#) and selecting the [Directory](#) link from the menu bar at the top of the page. An on-campus directory search for faculty and staff members will return their file photo, name, title, department, office, phone number, and e-mail address. From off-campus, a directory search will return all of the same information except file photo and office location. Directory searches for students will only return their name, campus box, phone number, and e-mail address. You may have your directory information removed from the on-line listing by contacting the Office of Human Resources.