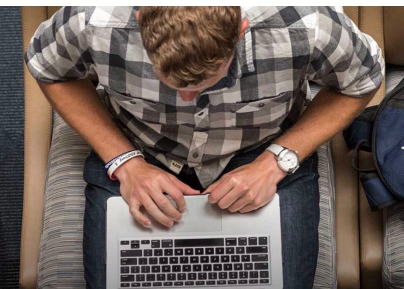




Information Technology Services

# QUICK START GUIDE

/// [washburn.edu/its](http://washburn.edu/its)



## ACCOUNTS & ACCESS

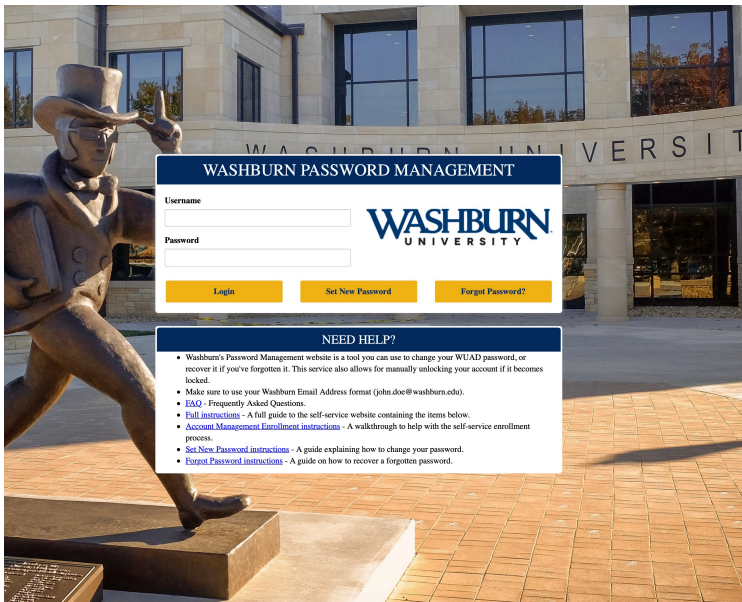
Access to the campus network and the numerous online resources needed by our students and employees requires user accounts associated to each individual. These accounts are created for students when they are admitted to the university and for employees upon confirmation of their employment.

Students and employees should take great care in keeping their account passwords confidential. Passwords should never be shared with anyone, regardless of their role with the university. Users with access to the campus network and online resources must abide by the [Acceptable Use](#) regulation.

## WELCOME

*Information Technology Services would like to welcome you to Washburn University! A number of technology resources are available to you. Please review this quick start guide to get started today.*

*Jim Tagliareni  
Chief Information Officer*



## NETWORK USERS ACCOUNT (aka WUAD Accounts)

Almost all online services associated with Washburn University are tied to your WUAD network user account. Computer login, MyWashburn, wireless access, Brightspace (D2L), Banner, etc, require your network credentials to gain access to their services.

Students are initially provided their network credentials (often referred to as "[WUAD credentials](#)") via email during the Admissions process. Contact the helpdesk at x3000 if you have not yet received this information.

Employees are provided their network credentials via email upon employment and only after the Human Resources department has processed the new employee's information in Banner. Visit <https://www.washburn.edu/its/wuad.html> for more information.

## PASSWORD PORTAL - ENROLL TODAY

Go to [password.washburn.edu](https://password.washburn.edu) to manage your network password. It is strongly recommended that everyone with a network account visit this site to setup a series of secret questions and answers you can use to retrieve a forgotten password.

### ***I know my username but forgot my password?***

After enrollment, visit [password.washburn.edu](https://password.washburn.edu) to have a new password sent to you.

### ***Still need help?***

Bring your university ID card to our Helpdesk, located in [Bennett Computer Center, room 104](#) and ITS will help you. An Information Technology Services employee will help you out.



# CONNECTING TO WIRELESS (Wi-Fi)

Washburn uses the Cloudpath system to streamline registering devices on the WiFi network and provides a secure connection for users.

## STEP 1

On your Apple device, connect your device to **wu-wifi**

## STEP 2

Go to [wifi.washburn.edu](http://wifi.washburn.edu) in your browser, Accept the EULA and click start, Click the "Washburn E-mail, Students, Faculty & Staff" link

## STEP 3

Enter your credentials, Select "Normal Registration", Review "Previous Registrations" and continue, Profile Download windows pops up and Tap OK, Go to Settings on your device, At the top of the main Settings list, tap "Profile Downloaded" and "Install Profile" window pops up, tap Install, enter your passcode and tap install again. Tap Done.

## STEP 4

Return to your wifi device settings and choose **WU-Secure**, A checkmark will appear next to WU-Secure when you are successfully connected. Once you have completed, it is recommended that you go to your internet settings and delete or forget WU-WiFi since it is no longer needed.

### Have something else?

Additional instructions are available at <https://www.washburn.edu/its/wireless> for Android, Windows, MAC and game consoles.

## EMAIL & OFFICE 365

Employee and Student email accounts are tied to your network account. You can access Office365 and email by going to [outlook.washburn.edu](http://outlook.washburn.edu) and using your WUAD account.

## TELECOMMUTING RESOURCES

ITS has created a telecommuting quick start guide that will highlight all the tools and resources that you need to be successful at telecommuting:

- **Two Factor -DUO**
- **VPN**
- **Virtual Desktop**

For more information visit <https://www.washburn.edu/its/files/Telecommuting-Quick-Start-Guide.pdf>

## MyWASHBURN

Students, faculty, and staff are automatically assigned MyWashburn accounts. [MyWashburn](http://MyWashburn) is a portal that gives you access to information and resources necessary to participate within the Washburn community. Resources include:

- Access to the learning management system
- Course registration
- Student account credit card payments

What you see in the portal is dependent upon your role at the University.

For more information visit <https://www.washburn.edu/its/mywashburn-support.html>

## WORD, EXCEL POWERPOINT

Office 365 provides online access to some of the Office applications. Word, Excel, and PowerPoint are all available online through Office 365.

All you need is a browser. These online applications take advantage of your OneDrive to store your documents and each provide a rich set of features almost identical to what you find in a traditional installation of Office on your computer.

Check it out today at [Office.365](http://Office.365)

Enter your WUAD credentials for full access.

Looking for a place online to store, share, and sync up to 1TB of your important files? OneDrive is the tool for you. Login to Office 365 using your WUAD credentials, click the OneDrive tile, and you can begin uploading files simply by dragging and dropping them to your browser window.



# SUPPORT & TRAINING

In a World of Technology, People Make the Difference

Looking for help with a technical issue, advice for an upcoming computer purchase, consultation on a technology project, request for an audio/visual setup, guidance on how to use a specific application, or any other ITS need? Information Technology Services strives to be your "go to" department for any and all of these needs. Here are ways we hope to provide you the support and training you are looking for:

## D2L - GET STARTED

### STEP 1

Log into your [MyWashburn](#) account with your Washburn email address and password.

### STEP 2

Select MyCourses from the left-hand navigation

### STEP 3

Click on the Desire2Learn logo

For more information visit <https://washburn.edu/its/online-education/index.html>

## PHONES & SKYPE

Skype for Business is already installed on campus computers. The phone on your desk is tied to the Skype for Business application on your computer. To use the phone, a [quick reference guide](#) is available for the phone functions as well as how to dial a number or voicemail from the phone.

### PHONES

- [Video overview on VVX 310](#)
- [Video overview on VVX 410](#)
- [Using Voicemail](#)

For more information visit <https://www.washburn.edu/its/Skype/index.html>

### GENERAL SUPPORT

- (785) 670-3000 - Give our Helpdesk a call to speak directly with a technician to get help immediately.
- [support@washburn.edu](mailto:support@washburn.edu) - Email the Helpdesk.
- [Bennett Computer Center, Room 104](#) - This is the location of our walk up Helpdesk. Our normal business hours are Monday through Thursday, from 7:30 AM to 11 PM, Friday 7:30 AM to 5 PM, Saturday 8 AM to 5 PM and Sunday 1 PM to 11PM. Summer and holiday hours may differ.

### ONLINE D2L SUPPORT

- (866) 888-1272 - Give our Online Helpdesk a call get help.
- [washburn@d2l.com](mailto:washburn@d2l.com) - Email the Online Helpdesk.
- [Chat and Support request form](#)  
Support is provided 24 hours a day 7 days a week.

### TRAINING

- <https://washburn.edu/its/its-training.html> - This site offers a wealth of information to help you out.
- [OnDemand Training](#) is available through Hoonuit. Get access to training anytime, anywhere on any device. Learn more at <https://washburn.edu/its/Hoonuit.html>.
- <https://www.washburn.edu/its/index.html> - Check out the ITS webpage for more information.

## KEEP UP!

Read the ITS quarterly e-Newsletter online at:  
<https://www.washburn.edu/its/projects-planning/its-newsletter.pdf>