



# **CESW TECH CENTER**

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## **IS&T Resource and Reference List (Student)**

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## ServiceNow Software

### ServiceNow Software Link

[Click here to make a request through ServiceNow for IS&T provided software.](#)

### Adobe Express

Adobe express is a creation software where you can create images, videos, and social posts.

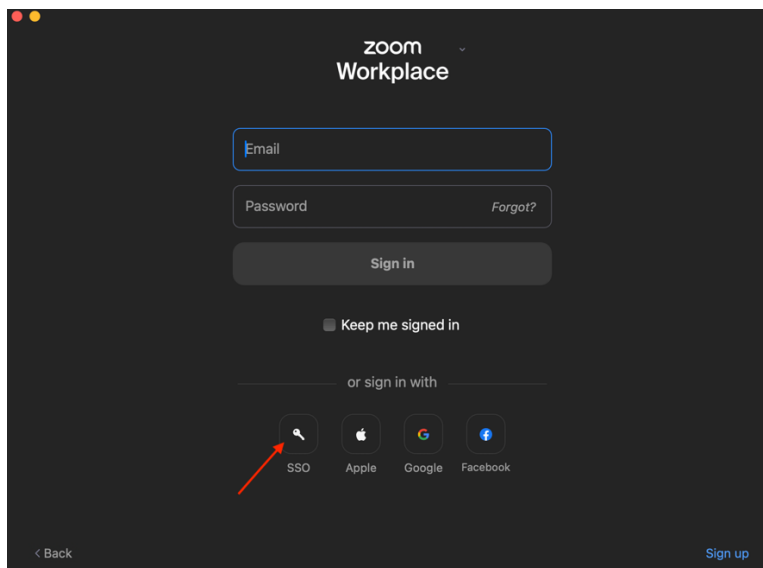
### Office 365

Microsoft apps such as Word, Excel, PowerPoint, Outlook, OneDrive, and OneNote. Available for all WCU students. [Access the download link and directions here.](#)

## Zoom

### Zoom (Login Support)

When signing into Zoom, you must use the **SSO** button in the sign in area (pictured below). Our company domain is wcupa, click continue, and you will be prompted to sign in using your West Chester University credentials. [Click here for Zoom download link.](#)



## Links to Technical Support

### Requesting a Laptop Loaner

[Click here to request a loaner laptop through ServiceNow.](#)

Students are able to request a loaner laptop from ServiceNow through the above link. You can also loan a laptop from the FGH library and the CESW Tech Center.

Questions or additions? Contact [CESWTech@wcupa.edu](mailto:CESWTech@wcupa.edu)

## FHG Library Laptop Loaner

[Click here](#) to learn how to loan a laptop from the library. These are only temporary loans for a maximum of 7 days.

## CESW Tech Center

### Location

The CESW tech center is located on the third floor of recitation hall in room 310. It is located at the end of the hall to the left if entering from the stairs.

### CESW Tech Center Loans

[Click here](#) to request to loan equipment from the CESW Tech Center. Students are able to rent out equipment from the tech center. You must be a member of College of Education and Social Work in order to loan out equipment.

## Live Tech Support

You can request IS&T assistance by submitting a request via [ServiceNow](#), emailing the Help Desk at [helpdesk@wcupa.edu](mailto:helpdesk@wcupa.edu), or by calling 610-436-3350.

The IS&T Help Desk is located on the bottom floor Anderson Hall room 119. If entering from the S. Church Street entrance, turn left and it will be down the hall to the left.

## Email Support

### Accessing Outlook (WCU Email)

[Click here](#) to access Outlook from wcu website. When prompted to sign in, use your wcu email and password which will allow you to access Outlook. Download Microsoft Outlook from the App Store or Google Play store and sign in using your wcu email and password.

### Resetting WCU Email/Password

Change your WCU email or password [here](#). When prompted with your username, please enter your wcu email in full including the @wcupa.edu section.

## Student Support

### ESS (Employee Self Service) Portal

ESS stands for **Employee Self Service** where as a work study student you can input the hours worked from your work study position.

[Access the portal here.](#)

Questions or additions? Contact [CESWTech@wcupa.edu](mailto:CESWTech@wcupa.edu)

## WCU Alert Sign-up

Please sign up for WCU Alerts. It allows you to receive text messages from the university about weather, on campus emergencies and more. [Sign up here.](#)

## Spam Filtering: how it works

Protects spam emails from getting into your wcu email inbox. The SPAM filter sends an email once daily (if any emails were filtered). The email links to the SPAM filter inbox where you can choose to block the SPAM email or choose to allow it to be sent to your outlook inbox.

[Link to Manage your Spam Filter](#)

## RamNet Wifi

University Wi-Fi network for when on campus. Sign in on your device using West Chester University email and password. Always select the wifi network labeled as RamNet; do not use RamNet Guest.

## Brightspace Pulse

App that provides access to D2L on your mobile device. Displayed in app store as Brightspace Pulse. When prompted to search for school enter wcu and select the option for West Chester University of Pennsylvania

## Student Success Coordinators

CESW contains 2 student success coordinators, Thom Nixon and Michele Adkins. They are here to support you during your time in the college in many different ways. [Click here](#) to learn more and to be able to book meeting with the success coordinators.

## Contact Information

[Click here](#) to access to see all the contact information for the College of Education and Social Work. The phone number is 610-436-2321 while the general email is CESW@wcupa.edu

## Student Help

There is a MAC lab located in REC 110 in Recreation all available for students. RamPrint is located REC 311.

## Anthology

Anthology is used by students to use the system to complete key unit and program course assessments, field applications, and field placement and student teaching documentation. Used for the educator preparation program. [Click here](#) to sign up and learn how to use Anthology.

## Tevera

Tevera is used by students to complete practicum applications, assessments, timesheets, and other classwork requirements. Used by the all students enrolled in Social Work. [Click here](#) to sign up and learn how to use Tevera.

Questions or additions? Contact CESWTech@wcupa.edu