

WIDENER UNIVERSITY

Information Technology Services Delaware Campus Information Guide

ITS Virtual Office Summer Hours: Monday - Thursday: 8:00 AM – 5:15 PM Friday – Sunday: CLOSED
Helpdesk Phone Number: 302-477-2221 Helpdesk E-mail: dehelpdesk@widener.edu

Welcome to Widener University at the Delaware Campus! This guide is to get incoming students acquainted with ITS and to answer some frequently asked questions when entering a higher education institution. Below you will find general information regarding the various resources and services provided by ITS. If you need additional assistance, please come to the ITS Office, located on the first floor of the Law Building next to the Student Lounge.

To access your Widener network accounts, please go to the Password Management website listed below and select “Login ID Lookup”. Follow the on-screen instructions to retrieve your login ID and activate your account.

Passwords expire every 182 days. You will need to visit the Password Management website to change your password.

Go to <https://my.widener.edu/> and select “Technology Services”. Than select “Password Reset” located in the center.



myWidener Web Portal



The university uses myWidener, as the information (portal) and e-mail site exclusively for Widener. You’ll get your e-mail, keep your calendars, and find out about upcoming events. You’ll also find access to student services from myWidener, to view, in a secure site, your anonymous number, which will be required for exams.

Your network login ID followed by “@widener.edu” is also your Widener e-mail address. myWidener can be accessed through the Law School home page (delawarelaw.widener.edu) by clicking on myWidener at the top of the web page or by going directly to the URL <https://my.widener.edu/?campus-Delaware>

For more information, please check out the blog at <http://itsnews.widener.edu/2019/03/12/mywidener-faq/>



Personal Computer Recommendations



When bringing/purchasing a personal computer ITS recommends the following specifications:

- Windows 10
- 8 GB or more RAM
- Antivirus software (Symantec, Norton, McAfee, Kaspersky, Windows Defender)
- ITS recommends purchasing a 4 year, 24/7 on-site warranty, if available
- 500GB or larger hard drive
- Microsoft Office 2016/2019/365

Widener’s purchasing discounts are extended to students. For information regarding what discounts are available visit the ITS Office website at <https://sites.widener.edu/service-catalog/>. Look for “Discounts and Free Offers”.

Additional technology that you may use on campus but is not supported by ITS:

West Law and LexisNexis – If you have questions about or need account information for WestLaw or LexisNexis please contact the Reference Librarians in the Legal Information Center.

ExamSoft – ExamSoft is administered by the Registrar Office. If you have questions about ExamSoft please contact the Registrar Office in the Student Services Wing on the first floor of the Main Law Building.