

# WIDENER UNIVERSITY

## Information Technology Services Delaware Campus Information Guide

ITS Office Hours: Monday - Friday: 8:00 AM – 4:00 PM Saturday – Sunday: CLOSED  
Helpdesk Phone number: 302-477-2221  
Helpdesk E-mail: [dehelpdesk@widener.edu](mailto: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.

**Your Widener login ID and password will be used to access various services, including myWidener, email/Office 365, and Canvas. Your network login ID followed by “@widener.edu” is also your Widener e-mail address.**

**To access your accounts, please go to the Password Management website (<https://pss.widener.edu>) 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 Self-Service site (above) to change your password.**

**Go to <https://my.widener.edu/> and select “Technology Services”. Then select “Password Reset” to get started.**



### myWidener Web Portal



myWidener is the information portal exclusively for Widener. You will 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.

myWidener can be accessed from the Law School home page ([delawarelaw.widener.edu](http://delawarelaw.widener.edu)) by clicking on myWidener at the top of the 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/>

The university uses Office 365 for email, calendars, cloud file storage and more. To access your email, login to myWidener, search for email, then click on the task to launch Office 365. Your Widener login ID followed by “@widener.edu” is your Widener e-mail address. For more information, please check out the blog at <https://itsnews.widener.edu> and choose the “Office 365” category.



The university uses Canvas, a Web-based learning management system (LMS) - although at the law school, you may also use TWEN. In Canvas, you will have access to your courses. To access Canvas, go to <http://canvas.widener.edu>.

Instructions on how to navigate Canvas and support options can be found at the ITS news blog (<https://itsnews.widener.edu/category/canvas/canvasfaq/>) as well as in the Canvas help menu.



### Personal Computer Recommendations



The university does not have specific hardware or software recommendations concerning computers. Normally, most computers purchased in the last 2-3 years meet the minimum recommendations.

Widener’s purchasing discounts are extended to students. For information regarding what discounts are available and recommended computer specifications visit the Service Catalog at <https://sites.widener.edu/service-catalog/> and search for “purchase”

**Microsoft Office apps and LinkedIn Learning are available for FREE to all Widener students.**



WI-FI



### **Where is WI-FI available?**

Wireless Internet access is currently available in all student areas of the Law School, Polishook Hall, Barristers Club, Residence Halls, and the quad area in the center of campus.

### **How do I get started using the wireless internet?**

Most devices will connect to the "wu-secure" network. Information on how to connect to the Widener Wireless Network, including how to register other devices such as smart devices and gaming consoles, can be found on myWidener (<https://my.widener.edu>) by searching for "wireless". Please be sure to check the information in My Widener to verify you connecting to the correct network! If your device does not recognize the "widener" network automatically please come to the ITS Office, located on the first floor of the Law Building, for help configuring your wireless.

**The secure wireless networks are authenticated with your login credentials, you will need to reenter your loginID and password when prompted after changing your password through Password Self Service. If you are not prompted to reenter your login information, you will need to "Forget the Network" and then Reconnect to get the prompt to appear.**



### **Computer Lab Information**



A computer lab is provided for students to use on the first floor of the Library. These computers have Microsoft Office 365, as well as some software provided by Lexis and Westlaw for legal research purposes.

### **Logging into lab computers:**

To login to the lab computers you are required to have a Widener login ID and password. Please take the time to activate your account through the ITS web site at [www.widener.edu/its](http://www.widener.edu/its) and select the link under "Self-Service Password Management". There is also a link on the login screen of myWidener. Activating your account allows you to reset your account password at a later date if you forget your password.

Students should not save anything to the hard drives of the lab computers, as any files saved will be erased immediately upon rebooting the computer. ITS encourages students to save files to a USB drive or cloud storage such as, Google Drive or Microsoft OneDrive.

### **Lab printing:**

In order to print from the computers or make copies from the copy machines located in the LIC and the 1<sup>st</sup> floor Computer Lab, participants must have a Widener ID card. Funds can be added to your ID card by following the instructions on the card machine located in Copy Room 1 on the main level of the LIC. For assistance, please see a library staff member.

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

**Print solution** – The Delaware campus uses Pharos for printing in all public areas. If you have problems using the print solution, please see a Reference Librarian or contact the Campus 1Card Office.

**Westlaw 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.

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