



CESW TECH CENTER

IS&T Resource and Reference List

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ServiceNow Software

ServiceNow Software Link

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

Jabber (Office Phone)

By downloading this app onto your mobile device, you can receive and answer incoming calls placed to your office phone via Jabber on your mobile device. You can make calls on your mobile phone through this app, which will appear to be made from your office phone.

SnagIt

This is an alternative to SnipIt. It offers screen recording in addition to screenshots. It's easy to use and very useful in the workplace.

Adobe Apps

Collection of 20+ wide ranging apps, but all involving editing photos or videos in some capacity. The most useful of these apps is the ability to edit pdfs through Adobe Acrobat. You will need to request a license in order to have full access to Adobe Acrobat's pdf editing features, such as using signatures, etc.

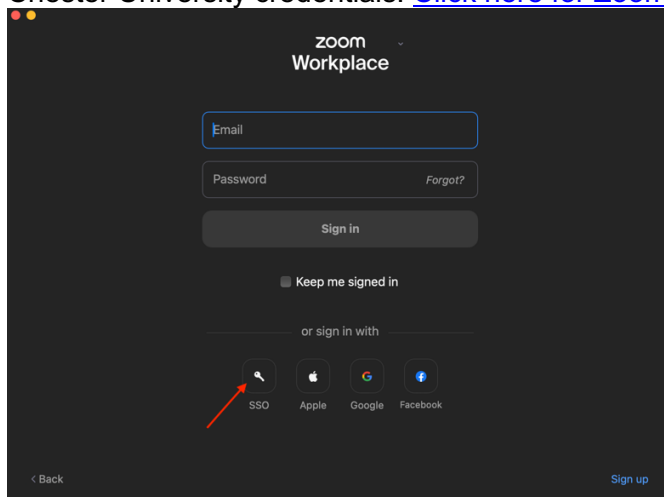
Office 365

Microsoft apps such as Word, Excel, PowerPoint, Outlook, OneDrive, and OneNote

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.](#)



Turning on AI Summary in Zoom

Uses AI to generate a summary of the meeting which is sent to participants or host's email. To access, click on in-meeting controls then select AI Companion. After, select start summary. Does not work in breakout rooms.

[Click here for a detailed explanation.](#)

Links to Technical Support

Support for Setting up Desk Phone

[Link to access desk phone support.](#)

VPN Access Link

The VPN is necessary for accessing certain sites when working off campus. You must login into the VPN in order to access Business Intelligence, for example, when working off campus. [Link for VPN access.](#)

Requesting a Laptop Loaner

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

All temporary faculty members can borrow a laptop from IS&T for the duration of their contract.

Setting up a Connection to a Printer

[Use this link](#) to create a connection between your WCU issued laptop and/or desktop computer and the printers in your office/department.

Link to Request Access to Google Workspace

Google Workspace offers similar applications to Office 365, such as Google Drive, Google Docs and others. [Click here to access Google Workspace.](#)

Live Tech Support

You can request IS&T assistance by submitting a request via [ServiceNow](#), emailing the Help Desk at 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.

If you are in a classroom and need immediate help because of display issues with HDMI or RamCast, Hyflex, or other classroom technology issues, please call 610-436-3350 and choose option #4 for live support from the multimedia department.

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 equipment from the CESW Tech Center. Students are able to rent out equipment from the tech center. You must be a member of the College of Education and Social Work in order to borrow equipment.

Email Support

Accessing Outlook (WCU Email)/ Mobile Download

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

Scheduling Polls on Outlook (WCU Email)

Using Scheduling Poll, you will be shown time which work for both individuals when organizing a meeting instead of sending emails back and forth. To find out more information about how to create a scheduling poll, click [here](#).

Zoom Meeting with Calendar Invite

When you have downloaded the Zoom Extension to Outlook, you are able to add meeting to your calendar invites. Select the 3 dots in the top right corner after creating a meeting and selecting the more options tab. Select the Zoom option and sign in using SSO (see above). After signing in, a zoom meeting will be created for that time, and you are able to invite people to it.

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.

New Staff Training

ESS (Employee Self Service) Portal

ESS stands for **Employee Self Service** where you can access benefit and payroll information, and request time off. This link is also where you will access **Business Intelligence** (if you are managing a cost center), **eTime** (if you are approving work-study student timecards), and **SourcePoint** (for ordering supplies, etc). See detailed SourcePoint information below.

[Access the portal here.](#)

SourcePoint Portal

[The Sourcepoint Portal, linked here](#), is a one-stop shop for all things SourcePoint. If you scroll to the bottom of the portal homepage, you will see times when you can pop into a Zoom call with a SourcePoint expert.

HR Training

[Follow this link](#) to access and register for training provided by Human Resources.

How to Submit a Facilities Work Order

Navigate to the [facilities page linked here](#). Most often you will select the “iService Desk” purple button option. You will sign in using your WCU credentials. Choose between the different types of requests shown on the page and follow the instructions for submission.

FAST Training

A link to various live trainings offered through the University on topics ranging from *How to Use Microsoft Bookings* and *Creating Surveys with Qualtrics* to *How to Use Navigate* and *How to Use RamPortal*. [Access FAST training here](#). SourcePoint trainings through PASSHE are also listed here.

LinkedIn Learning

LinkedIn Learning, [accessible through this link](#), is a source of online training covering a wide range of topics. Available free to WCU faculty, staff, and students.

ServiceNow Knowledge Base article

This article, [which you can access here](#), provides a list of resources available to WCU faculty along with explanations about each resource, such as technical assistance, software applications and more.

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.