Welcome Back – From UW IT!

Information Technology is here to help make your time more productive and enjoyable. Below is information on our most commonly used services. UW IT cares about your feedback. Please let us know what you think of our services, including ways we can serve you better, by emailing UWITcare@uwyo.edu.

IT Help Desk – Your Best IT Resource

Contact the UW IT Help Desk for all your IT needs. Chat by connecting to http://support.uwyo.edu/ or email userhelp@uwyo.edu or call 766-4357 8:00 a.m. to 5:00 p.m.

The IT Help Desk provides immediate Tier 1 support and can quickly assist you in solving most common technology problems. If the Help Desk cannot solve the problem they will escalate it to our next level, Tier 2, support. We have new remote tools to assist in solving the majority of problems quickly.

WyoWeb and Email Access

As a reminder, you don’t have to log into WyoWeb to access your email. You can log in directly by typing uwmail.uwyo.edu into any browser. Click on the Office 365 Email button and log in. IT also recommends using Microsoft Outlook if you have purchased Microsoft Office. You can configure Outlook to manage your various email accounts and automatically log you in to UW Office 365.

SkyDrive and Office Web Apps on Office 365

When you log into your Office 365 Email, you now have access to 7 GB of SkyDrive storage. SkyDrive can be used to save documents and files so they can be accessed from anywhere with an Internet connection. With SkyDrive, Microsoft Office Web Apps are also available. This allows you to open, edit, and share documents in your UW SkyDrive - great for working on group projects, so everyone you are working with can update and share changes in real time. For a good, helpful demo of the capabilities of Office Web Apps, please see the Office Web Apps web page (http://office.microsoft.com/en-us/web-apps).
Connecting to UW Wireless? Use UWyo (not UWguest)

The university has different wireless service levels. Students should always use UWyo rather than UWguest. The UWyo connection can easily be configured to connect automatically when it is available (see screenshots below). It does not timeout like UWguest access does. It allows you access to computing and networking resources behind the UW firewall, such as file shares and remote desktop. Most importantly it has a much faster connection speed than UWguest.

Microsoft Office

Microsoft Office is available in the UW Student Computing Labs and Remote Lab (accessible from anywhere there is Internet). Students can also use the Office Web App programs in Office 365, which includes scaled-down versions of Word, Excel, PowerPoint, and OneNote. In Office 365 you can share changes in real time with others. Students can also purchase an Office 365 educational subscription which will cover 4 years for $79.99. There are also PC and Mac Office Home and Student versions for $139.99. Please see the UW Student Software site for more details.

Mathematica

UW IT has a site license with Mathematica that allows faculty, staff, and students to install it free of charge on their personal computers when used for class and research purposes. Mathematica is also installed on all UW Student Lab computers. See our Mathematica website for information on installing Mathematica and for online learning and support options.

Student Computing Labs

Whether you just need to check email quickly, create an animation with Adobe Flash, or analyze a data set with SPSS, the UW Student Computing Labs are ready for you. With over 55 open access computer lab areas across campus and dozens of software programs installed, they are an excellent resource to all students. For specific locations, hours, and software installed on the lab computers, please visit the Academic Support Unit website.

You can also access computer lab resources remotely. The remote lab system has many of the same software programs installed as the standard lab computers. The remote lab system is available at http://microlab.uwyo.edu/uwsremote.
**Need Help with a Personal Computer?**

The IT Service Center is here to help with students’ personal computers and mobile devices. When you need a virus removed from your computer, diagnostics run, help installing software, or a mobile device set up to connect to the wireless network, the IT Service Center is here to assist you.

The Service Center is located in the Information Technology Center room 160, which is right by the computer lab. The Service Center is open 9:00 to 4:00 Monday through Friday. The Service Center does ask that you stay with your computer or mobile device while it is being worked on. This allows our Service Center staff to show you and explain what they are doing with your computer.

**Need to Find Us?**

The Information Technology Center is located on Sorority Row right next to the Fine Arts Center.