Welcome Back Students – 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 – More Options to Connect to UWIT

Contact the UW IT Help Desk for all your IT needs. The fastest, easiest way to connect to the UW IT Help Desk is now through our online chat and remote support page at [http://support.uwyo.edu/](http://support.uwyo.edu/). You can also email userhelp@uwyo.edu or call 766-4357, option 1, from 8:00 a.m. to 5:00 p.m. Monday through Friday.

The IT Help Desk provides immediate 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 support level.

WyoWeb Redesign

This summer WyoWeb ([http://wyoweb.uwyo.edu/](http://wyoweb.uwyo.edu/)) was redesigned to better meet student, faculty, and staff needs. WyoWeb is still a central hub for important information and commonly used systems, such as WyoCourses, UW Web email, and registering for classes. If you need any help navigating the new WyoWeb, see the WyoWeb redesign information at: [http://www.uwyo.edu/infotech/wyoweb/](http://www.uwyo.edu/infotech/wyoweb/). The page includes FAQs and quick How To videos for commonly asked questions.

The new design also makes WyoWeb mobile friendly. Bookmark WyoWeb on your smartphone or tablet to easily access UW information on the go.
OneDrive and Office Web Apps on Office 365

In addition to the recent email storage increase to 50 GB, Office 365 comes with OneDrive. When you log into your Office 365 Email (https://uwmail.uwyo.edu/), you now have access to another 1 TB, up from 25 GB, of OneDrive@University of Wyoming storage. OneDrive can be used to save documents and files so they can be accessed from anywhere with an Internet connection. With OneDrive, Microsoft Office Web Apps, Word, Excel, PowerPoint, and OneNote, are also available. These allow you to open, edit, and share documents in your UW OneDrive. It is great for working on group projects, everyone can update and share changes in real time. Log into Outlook Web Access (https://uwmail.uwyo.edu) and click OneDrive in the header to get started.

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). UWyo wireless has the following advantages:

1. Can set it up to automatically connect.
2. Does not timeout like UWguest access.
3. Allows you access to computing and networking resources behind the UW firewall, such as file shares and remote desktop.
4. Has a much faster connection speed than UWguest.

Student Software

Microsoft Office

Microsoft Office is available for all UW students through the Student Advantage Program. Office can be installed from your Office 365 account with these instructions (www.uwyo.edu/askit/displaydoc.asp?id=4171). Students can also use the Office Web App programs in Office 365, which includes scaled-down versions of Word, Excel, PowerPoint, and OneNote.
Mathematica

UW IT also 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 (www.uwyo.edu/infotech/services/software/mathematica/) for information on installing Mathematica and for online learning and support options.

Additional Student Software

UW IT partners with a third party to offer UW students reduced pricing on personal software including statistical; design and video, business tools, writing aids, and more. Visit our UW Student Software page (www.uwyo.edu/software/students/) for more information. Also, remember to check out the software that is available in our student computer labs.

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 (http://microlab.uwyo.edu/).

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 can help.

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.