NEW STUDENT IT INFORMATION

WILDCAT EMAIL
Each student at Johnson & Wales University receives an email account and uses Microsoft Office 365, a web-based email program that allows you to access your email through a web browser. Office 365 offers many features including easy access anywhere anytime, email, calendar, sync capability for mobile devices and 50GB of email storage.

Your email account not only serves as a tool for sending and receiving email, but also provides access to important university resources. You are required to use your email username and password to logon to JWU computer workstations. As the university's primary channel of communication with students, your account provides access to important university resources such as term start requirements, payment information, course work, student activities, athletics information and more.

Logging On:
- You can access your Microsoft Office 365 account from any web browser that has Internet connectivity.
  - If this is the first time you are logging into your account, visit https://newuser.jwu.edu to obtain your credentials
  - Otherwise, log into jwuLink at http://link.jwu.edu to access your email
  - Student email addresses are username@wildcats.jwu.edu
- For information on setting up email on your mobile device, configuring Microsoft Outlook with your Wildcat email, sending email, adding attachments, and more, please visit http://it.jwu.edu/students > Email

PASSWORD RESET MANAGER
JWU offers a utility called the Password Reset Manager which allows you to securely reset your own forgotten password without having to visit a computer lab in person. In order to use this 24x7 service, you must first create your “Questions & Answers Profile” at https://prm.jwu.edu/QPM/User/Identification

Without the creation of this profile, you will not be able to use this tool. Create your profile immediately after receiving your email account information. Once you have successfully created your account profile, you can securely reset your own password if needed.

- For more information, please visit http://it.jwu.edu/students > Password
**COMPUTER LABS**

JWU Charlotte has five computer labs that are run by IT. Four labs are located on the 4th floor of the Academic Center housing over 160 workstations and one lab is located in the Library housing 30 workstations. Student staff members are available in these computer labs to help students and answer questions. Students need an active JWU email account to access the computers.

Hours of operation are posted at each computer lab and on the JWU Charlotte IT website at [http://it.jwu.edu/students](http://it.jwu.edu/students) > Computer Labs > Charlotte

Academic Center Computer Lab Classrooms 433, 434, 435 and the Library Computer Lab Classroom are open for faculty/class reservations during operating hours. Academic Center Student Computer Lab 436 is an "open-use" computer lab and **NOT** available for faculty/class reservations. As such, students wanting uninterrupted access should use 436.

**PRINT RELEASE STATIONS**

Submit print jobs from any Computer Lab Classroom, Gateway Center 4th Floor Lounge, Library Information Commons, Cedar Hall South or Wildcat Center computer workstation and visit any print release station to swipe your student ID card and pick up your print job.

**Print Release Station Locations:**
- Academic Center Computer Lab Classroom 433
- Academic Center Computer Lab Classroom 434
- Academic Center Computer Lab Classroom 435
- Academic Center Student Computer Lab 436 (2)
- Library Computer Lab Classroom (2)
- Library Information Commons
- Gateway Center 4th Floor Lounge
- Wildcat Center Wildcat Den
- Cedar Hall North – residence hall front lobby
- Cedar Hall South – residence hall front lobby
- City View Towers – 1st floor rear lobby
**TELECOMMUNICATIONS**

There is a courtesy phone located in the commons room on each floor of Cedar Hall North and Cedar Hall South, and by the main elevator lobby on each floor in City View Towers. These telephones may be used to call staff, faculty and any JWU office. For medical and other serious emergencies, these telephones may be used to dial 911 for assistance and then Campus Safety & Security at extension 1900. Note: at City View Towers, you must dial 980-598-1900 to reach Campus Safety & Security.

**ON-CAMPUS STUDENT RESIDENTIAL NETWORK “ResNet”**

ResNet is the on-campus student residential network, which allows you to connect to university online resources as well as the Internet. The university does not charge a fee for this service.

All you need is a computer with a wired network card for access from your residence hall room. Desktop and notebook computer wired network cards cost between approximately $20 and $40 dollars, and are included on most new computer purchases. You will also need a wireless card for wireless access at specified locations throughout campus. Notebook computer wireless network cards cost between approximately $50 and $80 dollars, and are included on most new notebook computer purchases.

Learn how to set up and access ResNet, steps to take to protect your computer from viruses and spyware, more details and step-by-step instructions at the IT Service Desk website at [http://it.jwu.edu/students > Res Hall Network](http://it.jwu.edu/students > Res Hall Network)

**WIRELESS ACCESS**

When you have your notebook computer in a wireless “hotspot” area, you will simply need to activate your wireless card and then select/activate/connect to the "WIFIJWU" network (see your particular notebook computer or wireless card user manual for instructions). Then, start your Internet browser and it will ask you to log in with your JWU account ID and password.

Wireless Hotspot Areas:
- Academic Center
- Cedar Hall North
- Cedar Hall South
- City View Towers “Game Room” ONLY
- Gateway Center
- Gateway Village
- Residence Hall Quad
- Wildcat Center
CABLE TELEVISION

Standard cable television service is provided throughout campus in all classrooms, lounges, common areas, residence hall bedrooms and apartment bedrooms and living rooms.

Channel Lineup:
1. Visit www.timewarnercable.com/charlotte
2. Select "Channel Lineups" under the ‘Tools’ heading
3. Select “Charlotte, NC” from the drop-down box and click “See Channel Lineup”
4. Select only “Broadcast Cable” and “Basic Cable” under the ‘Package Filter’ heading

Digital TV Packages:
- Cable box, remote, on-screen guide, high definition programming, premium channels, DVR, On Demand, Pay-Per-View, Sports Packages, etc.
- Available at discounted pricing (http://it.jwu.edu/students > Cable TV > Charlotte > Digital TV Packages)

POLICIES

All students are required to comply with the university’s legal policies, which are accessible at www.jwu.edu/legal. Violations of these policies may result in a suspension or revocation of a user’s privilege to access and use JWU technology and may subject the user to civil or criminal legal action, employment action up to and including termination and/or sanctions under the student conduct review process up to and including permanent dismissal from the university.

TECHNICAL SUPPORT

The IT Service Desk is available to assist students with email, jwuLink, Internet, ResNet, cable television, policies/procedures and other computer-related questions. The IT Service Desk website located at http://it.jwu.edu also has detailed instructions and answers to many frequently-asked questions. Please contact the IT Service Desk to report problems and issues. The university does not provide technical support for personal computers or printers.

Toll free: 1-866-JWU-HELP (1-866-598-4357)
Website: http://it.jwu.edu
Email: it@jwu.edu