CaTS is committed to providing high quality technology solutions and service that will help our students, faculty, and staff be successful in their endeavors while at Wright State.

Call: (937) 775-4827
Email: helpdesk@wright.edu
Tweet: @WrightStateIT
Surf: www.wright.edu/IT
Visit: 025 Library Annex
Welcome! The Computing and Telecommunications Services Department (CaTS) provides service and support for all campus technology, including Internet access, computer labs, electronic classrooms, telephones, information technology security, and administrative and computing resources.

CaTS is dedicated to providing Wright State students with essential computing services to help them succeed in college. Every year we look forward to introducing first year students at Wright State to all of the benefits we can provide.

The CaTS Help Desk is the single point of contact for university computing questions, problems, and requests. Assistance is available seven days a week by calling (937) 775-4827 or 1-888-775-4827. For more information on CaTS and the services we offer, visit our website at http://www.wright.edu/IT/.
[Helpful Websites]

⇒ CaTS Website  wright.edu/IT

⇒ WINGS  wings.wright.edu

⇒ WINGS Express  wingsexpress.wright.edu

⇒ WINGS Express Support  wright.edu/node/27970

⇒ Student Essentials  wright.edu/node/20383

⇒ IT Security  wright.edu/node/19297

⇒ Guides and Resources  wright.edu/node/20394

⇒ Computer Labs  wright.edu/node/20337

⇒ Online Tutorials  wright.edu/node/20391

⇒ CaTS Blog  wright.edu/information-technology/about/blog

⇒ Wireless Connect  wright.edu/node/20724
[Getting Started: Account Information]

All Wright State students have three computer accounts available to them as a member of the Wright State community. These accounts are used to login to WINGS Express, WINGS and your Office 365 email. The chart on the right provides a quick glance at these three accounts, and important details you’ll need throughout your time as a student.

*University ID (UID)*

The UID, along with your PIN, is used to access the WINGS Express system for academic services (class registration, viewing grades, viewing financial aid information, etc.).

*Campus Account*

The campus "w" username, along with its associated password, is used to log in to WINGS (the university portal), and to computers on campus.

*Office 365*

The Office 365 account is used to access the Office 365 system, which is Wright State’s email, calendar, and messaging service, powered by Microsoft's Office 365 technology platforms. With Office 365 you get 50 GB of space for email.

[Important Information For Parents:]

Due to FERPA federal regulations, CaTS is unable to assist parents or guardians with logging in to or resetting the password of a student’s account. If there is a problem logging in, the student will need to call the Help Desk for further assistance.
<table>
<thead>
<tr>
<th>University ID (UID)</th>
<th>Campus Account</th>
<th>Office 365</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Example</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U01234567</td>
<td>w001abc</td>
<td>lastname.#@wright.edu</td>
</tr>
<tr>
<td><strong>Expires</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Never</td>
<td>Every 5 Years</td>
<td></td>
</tr>
<tr>
<td><strong>Used For</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WINGS Express (grades, registration, financial aid)</td>
<td>WINGS, Pilot, and logging in to campus computers</td>
<td>Wright State Email, Calendar, ProPlus and OneDrive</td>
</tr>
<tr>
<td><strong>Important Links</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>wingsexpress.wright.edu</td>
<td>wings.wright.edu</td>
<td>wings.wright.edu (email/calendar icon &amp; password change) or outlook.wright.edu</td>
</tr>
<tr>
<td><strong>How to Change Password</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Go to wingsexpress.wright.edu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Enter your UID and click ‘Forgot PIN?’</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Answer your security questions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Enter your new PIN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Click ‘Reset PIN’</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Your Campus and Office 365 Accounts share the same password. Changing or resetting this password will affect your login information for both accounts*

1. Login to wings.wright.edu
2. Click the ‘Change Password’ icon
3. Enter your current password
4. Enter your new password
5. Click ‘Submit’

Learn to set up your email on your phone by visiting: wright.edu/node/28671
[Getting Started: Essential Gateways]

**WINGS Express | wingsexpress.wright.edu**

**Personal Information**
- Change PIN, Security Question, and Address Information
- Opt-in Emergency Text Message

**Students**
- Register for classes
- Check grades

---

**WINGS Portal | wings.wright.edu**

- Wright Information, News, and Group Services
- Email, Calendar

---

**Pilot | pilot.wright.edu**

- Wright State's learning management system
- View class content, grades, and submit assignments for active courses
- To access Pilot:
  - visit pilot.wright.edu
  - click the 'Pilot' icon in the top right menu of WINGS
[FAQs]

⇒ **Can I borrow a laptop from CaTS?**

Yes! You can check out a wireless laptop computer (both Windows and Macintosh are available) for up to four hours free of charge through our Laptops2Go program. Visit the Laptops2Go website at [wright.edu/node/22280](wright.edu/node/22280) for more information.

⇒ **Can I buy discounted software through CaTS?**

The Home Software Store offers huge savings on commonly used software titles for both Windows and Macintosh. CaTS also provides free access to Microsoft Office through Office 365’s ProPlus program. Visit [wright.edu/node/26475](wright.edu/node/26475) to find out more, or read about it on page 9 of this handbook!

⇒ **How do I get advanced technical support?**

CaTS offers support services for students such as advanced virus/spyware removal, software installation and equipment troubleshooting. You can take advantage of Home Base’s free 1-hour consulting service. Stop by the Help Desk to setup appointments for these advanced services. For a list of services offered, visit [wright.edu/node/22278](wright.edu/node/22278).

[Getting Started: Important Reminders]

⇒ By using your WSU campus account, you assume full responsibility for all activity associated with the account. To avoid potential trouble, do not share your password with anyone.

⇒ Completely log out of a computer in the labs before you walk away. Failure to do so leaves your computer account open to tampering and improper use that you may be held responsible for.

⇒ Personal computers connecting to the Wright State network must meet the minimum standards for security of Wright State University networked devices.

⇒ Your Wright State account is for educational use, not financial gain. It should not be used for commercial purposes.

Report any trouble, such as harassment or strange emails, to the Help Desk.
[Services: Office 365]

Office 365 is WSU’s email and calendar service, powered by the Microsoft Office 365 technology platform.

Email | wings.wright.edu or outlook.wright.edu

- 50 GB of storage

Access Email on Mobile Devices

- You can access your email on your mobile devices!
- Compatible with iOS, Android, and Windows devices
- For setup instructions, visit: wright.edu/node/20906

Email Forwarding

- Go to outlook.wright.edu and sign into your email.
- Click on the gear in the upper right hand corner of your email screen.
  1. Select “Options” under Mail Settings
  2. Select “Forwarding”
  3. Click on “Start Forwarding” and enter the email address you would like to forward your mail to
  4. Select “Save”
- To stop forwarding, follow steps 1 and 2, then select “Stop Forwarding” and click “Save”

[FAQs]

⇒ Should I buy a tablet (such as an iPad)?

Mobile devices like iPads, Android and Windows 8 tablets offer great flexibility and access to many web services. However, tablets typically cannot run all of the applications that a traditional desktop or laptop computer can. Some courses may require use of software that only runs on a Windows or Macintosh computer, so purchasing a tablet may not meet all of your technology needs.

⇒ Should I get a Windows or Macintosh computer?

Both platforms are supported on campus, but depending on your area of study, one may be preferred over the other. For instance, the College of Education and Human Services uses Macs in most of their coursework, while the Raj Soin College of Business uses mostly Windows systems. Your college may be able to outline for you, in general, the technology needs for your field of study. Your college advisor or other representative may provide more information, or in some cases it may be found on the college’s website.
[FAQs]

⇒ What is the difference between WINGS and WINGS Express?

WINGS is the university web portal and is used to access various systems, services, and information from one location. You log in to WINGS with your "w" campus username. WINGS Express is a personal, self-service site located within WINGS that contains student services such as class registration, financial aid and scholarship information, grades, and much more. You log in to WINGS Express with your UID and PIN.

⇒ Do I need my own computer?

Computers are an increasingly essential part of the university experience. Many important steps in your admission, registration and housing process will be done online, so it's important you have access to a computer.

For your convenience, computer labs are available at numerous locations across campus - many of them open 24-hours a day, so a computer is never far away. But most students choose to start their college career off with their own computer.

[Services: Office 365]

Skype for Business I wright.edu/node/22435

⇒ Office 365’s instant messaging client
⇒ Provides you with instant messaging capabilities, voice and video chat, screen sharing, and more
⇒ Skype for Business is available for Windows and mobile devices
⇒ Microsoft Lync 2011 is available for Macs
⇒ Skype for Business Online is also available after logging in to Outlook Web App (your web-based email and calendar)

ProPlus I wright.edu/node/26475

⇒ You have free access to Office 365 ProPlus program!
⇒ ProPlus includes full versions of Word, Excel, PowerPoint, Outlook, and OneNote, and can be installed on up to five personally-owned PCs/Macs, five tablets, and up to five mobile devices, including iOS and Android devices
⇒ This service is only available while your campus account is active
⇒ Do not install Office 365 ProPlus on university-owned computers
⇒ Uninstall any copy of Office installed on your computer before downloading Office 365 ProPlus
⇒ For installation instructions, visit: wright.edu/node/26475
[Services: Office 365]

OneDrive for Business \(\text{wright.edu/node/22470}\)

- A Microsoft online service that provides resources for file storage, collaboration, and communication within Wright State’s Office 365 system
- Unlimited cloud storage
- Create and edit Microsoft Office files in the cloud with Office Web Apps
- Do not store any files or documents that contain sensitive university data
- For usage instructions, visit: \(\text{wright.edu/node/22470}\)

Online Communities \(\text{wright.edu/node/28904}\)

<table>
<thead>
<tr>
<th>Office 365 Sites</th>
<th>Office 365 Groups</th>
<th>My Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended for official Wright State organizations.</td>
<td>A place to organize, plan, and schedule group activities.</td>
<td>A personal site that gives you a central location to manage and store your documents, content, links, and contacts.</td>
</tr>
</tbody>
</table>

Visit \(\text{wright.edu/node/28904}\) for more information or to request an Online Community!

[FAQs]

⇒ What does "CaTS" stand for, and what do you do?

CaTS is short for Computing and Telecommunications Services. We provide service and support for all campus technology, including Internet access (wired and wireless), computer labs, telephones, and information technology security. We also offer phone, email, and walk-in support for all of your technology needs. Here’s our contact information:

Phone: (937) 775-4827 or 1-888-775-4827
Email: helpdesk@wright.edu
Twitter: @WrightStateIT
Location: 025 Library Annex (basement of the Dunbar Library)

⇒ Can I share my account information?

Please be aware that the account information for a student (username, password, etc) is for use ONLY by that student. Parents or guardians are not authorized to use the account. If there is a problem with the account that warrants a call to the Help Desk, the student MUST be the one who calls. Due to state and federal laws, parents or guardians will not be able to retrieve account information for the student.
[Information Security]

Security Policies | wright.edu/node/20770

Wright State has many official university wide policies to keep your information safe. Review them all here: wright.edu/node/20770.

Wright Way Policy 1106

This policy applies to all faculty, staff, student employees, and any third parties designated as agents authorized to handle institutional data and/or access University computing systems.

The Wright State IT Security Policy is designed as a set of measures to protect the confidentiality, integrity and availability of sensitive data, such as Social Security Numbers and student information, as well as any Information Systems that store, process or transmit this data.

[Services]

Laptops2Go | wright.edu/node/22280

Do you need a better way to take notes? Would you like to do web-based research while working with a study group? Want to try a laptop before buying?

Registered students can check out a wireless laptop (Windows or Mac) for up to four hours for free from the Info Commons area located on the second floor of the Dunbar Library. You'll need your Wright1 Card and a government-issued photo ID to begin the checkout process.

For equipment specifications and FAQs, visit: wright.edu/node/22280.

Atomic Learning | wright.edu/node/20391

Atomic Learning is an incredible resource offering video tutorials on current and popular software titles like Microsoft Office and products from Adobe, statistical software and more. All students have access to the full library of videos!

Login with your campus account to begin training.

Visit wright.edu/node/20391 to get started!
Computer Labs | wright.edu/node/20337

CaTS operates and maintains on-campus computer labs for student use. These labs, some open 24 hours a day, offer both Mac and Windows computers, and provide access to a wide variety of software programs.

Lab Locations

<table>
<thead>
<tr>
<th>Creative Arts Center</th>
<th>Library</th>
<th>M &amp; M Building</th>
<th>Millett Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>⇒ M268</td>
<td>⇒ 058</td>
<td>⇒ 170</td>
<td>⇒ 021</td>
</tr>
<tr>
<td></td>
<td>⇒ 005</td>
<td>⇒ 025</td>
<td>⇒ 043</td>
</tr>
<tr>
<td></td>
<td>⇒ 012</td>
<td>⇒ 270</td>
<td>⇒ 047</td>
</tr>
<tr>
<td>Honors</td>
<td>⇒ 016</td>
<td>⇒ 031</td>
<td>⇒ 047</td>
</tr>
<tr>
<td>⇒ L350</td>
<td>⇒ 026</td>
<td>⇒ 033</td>
<td>⇒ 097</td>
</tr>
<tr>
<td></td>
<td>⇒ 034</td>
<td>⇒ 037</td>
<td>⇒ 295</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>⇒ 393</td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>⇒ 058</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>⇒ 064</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>⇒ 072</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>⇒ 039</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>⇒ 167</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>⇒ 270</td>
</tr>
</tbody>
</table>

PrintWright | wright.edu/node/20684

Quality laser printing is available through PrintWright. A Wright1 card with money in a flex account is required to pay for printing. Black and white printing costs 6 cents/sheet and color printing costs 50 cents/sheet. Printers are located in or outside of the on-campus computer labs.

[Information Security]

Secure Passwords | wright.edu/node/20757

Selecting a good password is essential! Strong passwords are important because password cracking tools continue to improve and the computers used to crack passwords are more powerful than ever. Every 180 days you are required to change your password for your campus account to better protect you from hackers and scammers. Below are tips to create a strong password:

- Choose characters from each of the following groups:
  - Upper case letters (A-Z)
  - Lower case letters (a-z)
  - Numbers and symbols

- DO NOT Use the following symbols: %, #, . , @ , ?

- Do not use a name or dictionary word in any language. Do not use a repetitive series like "456xyz". Don't use a common word, a friend's name, a pet's name, your nickname, etc. Coworkers, friends, and even casual acquaintances may know this information.

- Use a different password for each system. (For example: Banner Admin and campus passwords)

- Never write down a password.

- Create passwords that can't be guessed from personal information such as name, address, SSN, birthdate, phone #, etc.

- Never save a password online.

- Change your passwords often.
[Information Security]

For your personal protection against malicious internet activity, we encourage you to review the information in this handbook. You are the only one that can protect your finances, identity and personal data!

If two pieces of information can be put together to provide access to obtain personal documents, security measures must be in place to protect that information. More information on IT security can be found online at wright.edu/node/19297.

Phishing Scams | wright.edu/node/20776

Phishing scammers can steal your passwords and credit card numbers.

⇒ DON’T send your personal information through email.
⇒ DO protect your devices with hard-to-guess passwords.
⇒ DON’T run or install any software without knowing where it comes from

Don’t Get Hooked By a Phisher.

To read about the latest phishing scams targeting Wright State members, visit our blog at wright.edu/information-technology/about/blog, and apply the ‘Phishing’ topic filter.

[Services]

Home Base | wright.edu/node/22278

“A whole lot cheaper than those other Geeks!”

Home Base, located in 032 Dunbar Library, was created to meet the advanced support needs of university students. CaTS provides basic support services for free, but can now offer more in-depth support through Home Base. You’ll find prices for these support offerings are much lower than going off campus.

In order to use the services from Home Base, you must first have the Help Desk in 025 Library Annex inspect your computer. If needed, they will give you a referral to Home Base.

Software Licensing | wright.edu/node/21357

Being a Wright State student entitles you to significant savings on software from companies such as Microsoft, Apple, and Adobe. Savings of up to 80% off retail are available. For more information visit the website above!

Hardware Discounts | wright.edu/node/20710

Are you considering the purchase of a new computer? Find discount information from companies such as Dell, Apple, and more!
[Services]

ConnectWright I wright.edu/node/21520

The ConnectWright website provides you with downloads of free software recommended by CaTS. Free software is available for the following categories:

⇒ Browsers and Email
⇒ Classroom Software
⇒ Media Players
⇒ Patches & Add-Ons
⇒ Security Software
⇒ Specialty Software
⇒ Data Backup
⇒ Virus Scanning

Virus Scanning I wright.edu/node/21012

Wright State University is concerned with the health of your computer and with maintaining effective network resources. To this end, you are required to have up-to-date operating system patches, as well as virus and spyware scanning software installed on your computer. For more information, and to download free virus scanning software, go to wright.edu/node/21012.

[Services]

CaTS Blog I

The CaTS Blog provides you with important news and updates, virus alerts, and phishing scam information that can affect computing use at WSU. Filter options allow you to streamline your search for previous posts so you easily find information relevant to you.

Find our blog at wright.edu/information-technology/about/blog.

WINGS Express Support I wright.edu/node/27392

WINGS Express Support provides documentation and videos to guide you in the use of university computing resources. Students can learn how to register for classes, waive their health insurance, and much more. You’ll find helpful links, videos, and step-by-step instructions to aid you in navigating WINGS Express.

WSU App I wright.edu/node/22721

The Wright State App helps you stay connected to the university like never before. Access critical information about your courses and accounts as well as useful features—like campus news, maps and directories—directly from your phone or tablet.

The Wright State App is available on both iOS and Android devices. More details and screenshots are available on the respective store website for the app.