Client eXperience/ITS and myWidener Information:

Important Phone Numbers and Links
- CX Office Hours: Mon - Thurs: 8:30am – 4:30pm, Fri: 8:30am – 3:00pm, and by appointment
- Client eXperience Phone: 717-541-1927 (24/7)
- Client eXperience E-mail: hbcxteam@widener.edu
- Client eXperience Quick Ticket: http://quickticket.widener.edu
- CX Helpful Information: https://sites.widener.edu/its/
- myWidener: https://my.widener.edu
- Password Self-Service: https://pss.widener.edu/
- Canvas: https://widener.instructure.com/
- Widener Alerts: https://widener.omnilert.net/subscriber.php

myWidener is a Web-based community and information portal which you will use for your e-mail, calendars, OneDrive, and other resources.

You should have received an email from ITS to your personal account (Gmail, Yahoo, etc.) regarding the creation of your **myWidener** account. The email includes instructions to activate your account and set a password. Your student ID number and User Name are on the email you received with this document. If you have any problems or questions, or have not received the email, please call Client eXperience at 717- 541-1927 for assistance.

myWidener can be accessed through the Law School home page (http://commonwealthlaw.widener.edu) by clicking on **myWidener** at the bottom of the web page, or by going directly to the URL https://my.widener.edu. Information on using **myWidener** can be found at http://itsnews.widener.edu/2019/03/12/mywidener-faq/.

CX does not have specific hardware or software recommendations concerning computers. Normally, most computers purchased in the last five years meet minimum specifications. For the most up-to-date requirements for ExamSoft, please visit https://examsoft.com/resources/examplify-minimum-system-requirements. Wi-Fi is available throughout the Library, Student Org, and Admin buildings. Instructions for accessing the WU-SECURE wireless network can be found by searching for "wireless" in **myWidener.**

Microsoft Office 365 is available free of charge to students and employees. Instructions on how to download can be found by going to the ITS webpage at https://sites.widener.edu/its/microsoft-365/microsoft-office-download-instructions. You may install Office 365 on up to five devices.

CX Computer Lab:
Several accessible computers are located throughout the Library in addition to the computer lab located on the second floor. Students should not save anything to the hard drives of the law school computers, as any files saved will be erased immediately upon rebooting the PC. CX encourages students to save files to a USB drive or cloud storage such as, Google Drive or Microsoft OneDrive.

The Computer Lab is open the same hours as the Library, and almost always follows the posted library hours. Hours may change between academic sessions, during final exams, and due to holidays or special circumstances.