Widener University

General Information

Office – LIC 213
Hours – 8-4, M-F
Canvas - https://widener.instructure.com/enroll/KF69HM
Email – hbhelpdesk@widener.edu
Phone – 717-541-1927
ITS Blog - https://itsnews.widener.edu/

I am a new student and do not know my login information.

Please visit the Password Self Service Web page at https://pss.widener.edu. Click Look Up Login ID. You will be prompted to enter your Widener University ID number. An email will be sent to the email address you provided when you registered at Widener. Your ID number is listed on your Widener University ID card or you can contact the Registrar's Office for assistance.

My password has expired. How do I change it?

Please visit the Password Self Service Web page at https://pss.widener.edu. If you remember your old password you can still login. You will be prompted to change your password.

I forgot my password.

Please visit the Password Self Service Web page at https://pss.widener.edu. Click one of the Reset options. Type your login ID and click Continue. You will be asked to enter your Widener University ID number.

Is Microsoft Office available?

Microsoft Office 2016 is available to students and employees by logging into WUMail. Instructions on how to download can be found on the ITS Blog at http://itsnews.widener.edu/2017/07/14/office-2016-download-instructions/ .

How do I connect to the Widener Wi-Fi network?

Connect to the wireless SSID "Widener." Open your internet browser and try to go to a website such as yahoo.com. You will be redirected to the Widener Registration site. If you are not automatically redirected go to http://rr.widener.edu/registration . Follow the on-screen instructions to register your device.

Is there training available for Microsoft Office applications?

ITS provides all students and employees with access to LinkedIn.com which has courses on Microsoft Office applications as well as dozens of other topics. A link can be found under All Apps when you login to WUMail. Use your Widener University ID and password to register.

How can I check my Widener email from my phone?

Instructions for Android and iPhone can be found on the ITS Blog at http://itsnews.widener.edu/category/documentation/

I'm having a problem with Examplify. Who do I contact?

ITS does not provide direct support for Examplify. For assistance please contact the Registrar's Office or call Examplify Technical support at 888-792-3926.

Is there a way to submit a Helpdesk ticket without calling in?

ITS offers an online submissions page at http://quickticket.widener.edu/ .

I'm having problems with the wireless printing process.

If you are having problems printing with the wireless printing process you can open this link and follow the instructions. https://printcenter.widener.edu/MyPrintCenter/ . For further assistance contact Brian Fearnbaugh in LIC 211.