

WIDENER UNIVERSITY

Information Technology Services Harrisburg Campus Information Guide

ITS Office Hours: Monday - Friday: 8:00 AM – 5:00 PM
Helpdesk Phone number: 717-541-1927
Helpdesk E-mail: hbhelpdesk@widener.edu

Welcome to Widener University on the Harrisburg Campus! This guide is to get incoming students acquainted with ITS and to answer some frequently asked questions when entering a higher education institution. Below you will find general information regarding the various resources and services provided by ITS. If you need additional assistance, please come to the ITS Office, located on the second floor of the Library Building.

Your Campus Cruiser ID has been emailed to the email address supplied during the application process.

- **If you have not received your account information, please go to the Password Management website listed below and select “Lookup”. Follow the on screen instructions to retrieve your login ID and activate your account.**
- **If you have received your account information, please go to the website listed below and select “Activate”.**

Passwords expire every 185 days. You will need to visit the Password Self-Service site to change your password.

<http://www.widener.edu/its> and choose “Password Management”.



Campus Cruiser Web Portal



The university uses CampusCruiser, which is a Web-based community and information portal. You'll get your e-mail, keep your calendars, and find out about upcoming events. If you want to know about the world around you, CampusCruiser has that, too, with daily access to the New York Times and Campus news. You'll also access the WebAdvisor tab, so you can view, in a secure site, your anonymous number, which will be required for exams.

Instructions on how to navigate through CampusCruiser and use its features are available in the Student Computing Office within CampusCruiser. This login ID will be followed by “@widener.edu” and is your Widener e-mail address. CampusCruiser can be accessed through the Law School home page (<http://commonwealthlaw.widener.edu>) by clicking on CampusCruiser at the top of the web page or by going directly to the URL <http://prod.campuscruiser.com/widener>.



WI-FI



Where is WI-FI available?

Wireless Internet access is currently available in all student areas of the Library Building, Side Bar, and the Administrative Building.

What are the requirements?

A compatible laptop computer (see the computer recommendations) with a 802.11b/g/n wireless network card. The Operating System must have all security patches (Microsoft Windows Updates or MAC OS updates) and a valid and up-to-date Anti-Virus product.

How do I get started using the wireless internet?

If your laptop does not recognize the “widener” network automatically please come to the ITS Office, located on the second floor of the Law Building, for help configuring your wireless.

To access the wireless network open your browser. You will be directed to the Campus Manager Registration page. When asked for username and password use your Campus Cruiser ID and password. You will need to download and install the Bradford Persistent Agent. The agent will scan your computer for vulnerabilities. Once you pass the scan your network connection will be reconfigured to Widener's production network. If you need any assistance, please come to the ITS Office.



Computer Lab Information



A computer lab is provided for students to use on the second floor of the Library Building near the Pit. There are also several computers throughout the Library for student use. These computers have Microsoft Office 2016 as well as various web browsers (IE, Chrome, and Firefox).

Logging into lab computers:

To login to the lab computers you are required to have a Campus Cruiser login ID and password. Please take the time to activate your account through the ITS web site at www.widener.edu/its and select “**Password Management**”; there is also a link on the login screen. Activating your account allows you to login at a later date if you forget your password.

Students should not save anything to the hard drives of the lab computers, as any files saved will be erased immediately upon rebooting the PC. ITS encourages students to save files to a USB drive or cloud storage such as, Google Drive or Microsoft OneDrive.

ITS Computer Lab Operating hours:

ITS does not staff the computer lab, but is primarily open the same hours as the Law Building. Hours may change due to holidays or special circumstances but will almost always follow the posted library hours. Hours change between academic sessions, during final exams and due to holidays or special circumstances.

Lab printing:

In order to print from the computers or make copies from the copy machines located in the Law Library and the 2nd floor Computer Lab, participants must have a copy card. Copy cards can be purchased at the Information Desk located in the Library. The cost for a copy card is \$1.00. Funds can be added to the copy card by following the instructions on the card machine located in the copy room in the Law Library. As you enter the copy room in the Law Library, the card machine is located to your left. The charge for copying or printing with the copy card is \$0.08 per page. For assistance, see the Library Information Desk.

LexisNexis provides some free printing in the Law School for students to print their research from their website. Student representatives and the library reference staff are responsible for maintaining and answering any questions regarding these printers and the associated software.



Personal Computer Recommendations



When bringing/purchasing a personal computer ITS recommends the following specifications:

- Windows 7\8\10
- 8 GB or more RAM
- 500GB or larger hard drive
- Microsoft Office 2013\2016
- Antivirus software (Symantec, Norton, McAfee, Kaspersky, Windows Defender)
- ITS recommends purchasing a 4 year, 24/7 on-site warranty, if available

Widener’s purchasing discounts are extended to students. For information regarding what discounts are available go to the ITSnews Blog, <https://itsnews.widener.edu/>, or the Student Computing Office in CampusCruiser. Look for the channel on the right-side labeled ‘Discount Technology Purchases for Students’.

The Office 2016 suite and Lynda.com are available for FREE for all Widener faculty, staff, and students.

Additional technology that you may use on campus but is not supported by ITS:

Print solution – The Harrisburg campus uses Pharos for printing in all public areas. If you have problems using the print solution contact Brian Fearnbaugh with Media Services.

West Law and LexisNexis – If you have questions about or need account information for WestLaw or LexisNexis please contact the Reference Librarians in the Legal Information Center.

ExamSoft – ExamSoft is administered by the Registrar Office. If you have questions about ExamSoft please contact the Registrar Office which is located in the Admin Building.