WIDENER UNIVERSITY

Information Technology Services
Harrisburg Campus Information Guide

ITS Office Hours: Monday - Friday: 8:00 AM – 4:30 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.

To access your Widener University account, please go to the Password Self Service (PSS) website listed below and select "Login ID Lookup". Follow the on screen instructions to retrieve your login ID and activate your account.

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

Visit http://sites.widener.edu/its/ and choose the link under "Self-Service Password Management" or go to https://pss.widener.edu

myWidener Web Portal

The university uses myWidener, which is a Web-based community and information portal. You'll get your e-mail, keep your calendars, and find out about upcoming events. You'll also access WebAdvisor, so you can view, in a secure site, your anonymous number, which will be required for exams.

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/.

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 Widener 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 Widener University login ID and password. Please take the time to activate your account through the Password Self-Service Web site at https://pss.widener.edu/. There is also a link on the login screen of myWidener. Activating your account allows you to reset your account password 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 Widener ID card. Funds can be added to your ID 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 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

ITS does not have specific hardware or software recommendations concerning computers. Normally, most computers purchased in the last 2-3 years meet minimum specifications.

Widener's purchasing discounts are extended to students. For information regarding what discounts are available go or visit http://sites.widener.edu/service-catalog/ and choose a link for "Discounts and Free Offers".

The Office 365 suite and LinkedIn.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:

Canvas – ITS has created a Canvas course which has some useful information. Students may self-register at…
https://widener.instructure.com/enroll/KF69HM

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.

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