



General Information..... 1

I am a new student and do not know my login information. 1

My password has expired. How do I change it? 1

I forgot my password. 1

Is Microsoft Office available? 2

How do I connect to the Widener Wi-Fi network?..... 2

Is there training available for Microsoft Office applications? 2

How can I check my Widener email from my phone? 2

I’m having a problem with Exemplify. Who do I contact? 2

Is there a way to submit a Helpdesk ticket without calling in? 2

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/pss/control>. Click Look Up Login ID. You will be prompted to enter your Social Security Number or your University ID number. An email will be sent to the email address you provided when you registered at Widener.

My password has expired. How do I change it?

Please visit the Password Self Service Web page at <https://pss.widener.edu/pss/control>. If you remember your old password you can click Change even if your password has expired.

I forgot my password.

Please visit the Password Self Service Web page at <https://pss.widener.edu/pss/control>. Click Reset Forgotten Password. Type your login ID and click Continue. You will be asked to answer the challenge questions you answered when you activated your account. You will then be asked to type and confirm a new password. If you do not know the answers to your challenge questions please call the 24x7 Helpdesk number, 717-541-1927 for assistance.

Submit a HelpDesk ticket by visiting the ITS Office in CampusCruiser

Main: 610-499-1047 Delaware: 302-477-2221 Harrisburg: 717-541-1927

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 Lynda.com which has courses on Microsoft Office applications as well as dozens of other topics. Just visit lynda.widener.edu. Use your Widener login ID and password to login and start learning.

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 Exemplify. Who do I contact?

ITS does not provide direct support for Exemplify. For assistance please contact the Registrar’s Office or call Exemplify 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/> .

Submit a HelpDesk ticket by visiting the ITS Office in CampusCruiser

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