



Western University  
OF HEALTH SCIENCES

# IT Support & Services

**Denise Wilcox, Ed.D.**

WWAZ  
TVRZ  
TTAW  
CCAD  
HAEW  
JJAS  
RRAP

+11.07  
+2.21  
+57.14  
+131.94  
+74.68  
+194.71  
+77.01

-99.7  
87.59  
-67.64  
-121.49  
-67.24  
-61.41  
-59.36

WESTERN UNIVERSITY OF HEALTH SCIENCES  
University Orientation | IT Department

# In this presentation, you will learn about...

**1**

**Computing Resources**

**4**

**Data Security**

**2**

**Direct & Indirect Support**

**5**

**TechRep Opportunity**

**3**

**Assistive Technology**

**6**

**Contact Information**

www.westernu.edu/computing

Western University  
Office of Information Technology

EXPLORE INFORMATION TECHNOLOGY

Support Request  
Submit a support request

The IT Department's goal is to leverage technology, to solve problems, and increase the efficiency of academic and business processes.

89%  
IT Services Satisfaction Rating

92%  
Read IT Professionals' Service Excellent



### Helpful LINKS

- [Canvas](#) →
- [Elenra](#) →
- [Contact IT](#) →
- [You Portal](#) →
- [Service Catalog](#) →
- [Knowledge Base](#) →
- [MS Teams Info](#) →
- [Zoom Info](#) →

For Faculty & Staff



For Students



■ [New Students](#)



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**University Orientation** | IT Department





### Self Services

[My Tickets](#)[Find an Answer](#)[Report an Issue](#)

### Request Service

[IT Services](#)[Student Services](#)[Clinical Services](#)

### Knowledge Base

- [Clearing the Browser Cache](#)
- [Reset Voicemail Password](#)
- [Use and Configure GlobalProtect](#)
- [Creating a Conference Call](#)
- [Accessing a Shared Mailbox](#)
- ["Error 500 - Internal Server Error" when accessing YOU Portal](#)

# Direct Student Support

- Academic software support (excluding Learning Management Systems, supported by Online Learning)
- Application support – [You.westernu.edu](https://you.westernu.edu), SharePoint, video conferencing, email, etc. . .
- Audience response systems & clickers
- Pharos (Student printing system)
- Network support including WiFi troubleshooting
- Limited hardware troubleshooting (MacOS & Windows)

# Applications Support

**MS Office Suite**

**MediaSite  
(Classroom  
Recordings)**

**TopHat (Audience  
Response System)**

**Video Conferencing  
Software Support**

**WesternU Licensed  
Educational  
Applications**

# Indirect Student Support

- Classroom Technology Support
- JK Virtual Reality Center hardware
- College-Level Employee Technology Support
- System Administration and Support (SharePoint, Video Conferencing, Rotations Software, MSPE – Medical Student Performance Evaluation, Banner, and more)
- Network Management
- Wi-Fi Management including Wi-Fi Calling



# Assistive Technology



**Assistive listening  
devices available in  
classrooms**



**Applications that  
support closed  
captioning and  
assistive listening**



**Application support  
for accommodation  
software (speech-to-  
text, alternate format)**



# Help Secure Your Information

## **We take protecting your data seriously & You can help:**

- Use Strong Passwords/Pass Phrase
- Use Multi-Factor Authentication when available
- Practice Good Social Profile Awareness
- Use Anti-Virus/Security Software
- Keep Software/Applications Updated
- Watch Out For Phishing And Phone Scams

## **Understand your rights and responsibilities for :**

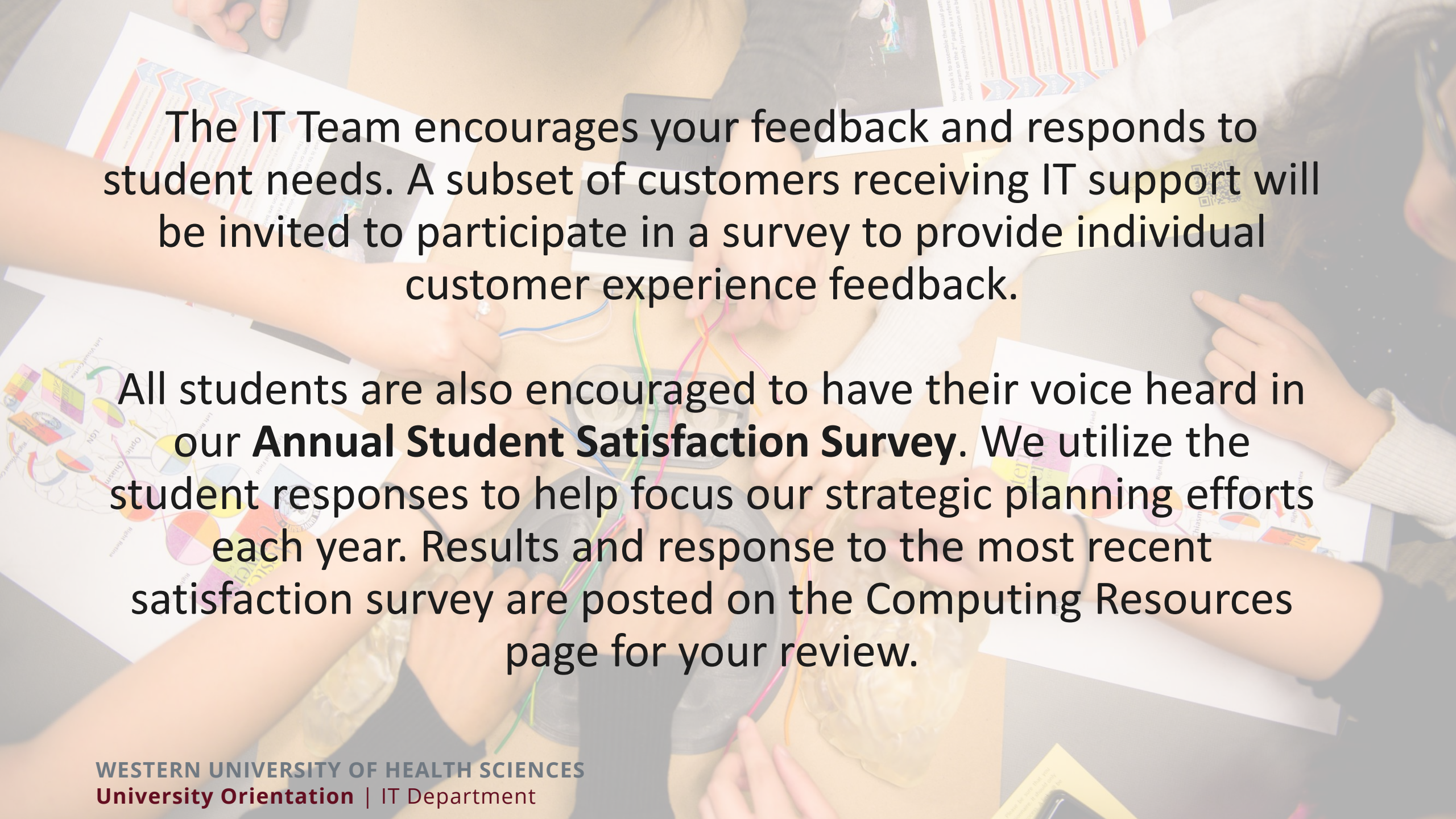
- **HIPAA - Health Insurance Portability and Accountability Act**
- **FERPA - Family Education Rights and Privacy Act**

# Become a Student Technology Representative

- Serve as the class liaison to IT & be your class spokesperson for reporting any wishes, problems or concerns related to technology used by your class (AV, network, software, printers, etc...)
- Attend 2 meetings per year with IT staff
- Make periodic technology class announcements
- Learn how to use the classroom podium touch panel; assist presenters when they need basic assistance with the classroom technology
- Provide basic assistance with remote classroom applications





A background image showing a group of students working on a project. They are gathered around a table, with one student's hands visible connecting colorful wires to a small electronic device. A laptop is open on the table, and various papers with diagrams and charts are scattered around. The scene is brightly lit, suggesting a collaborative learning environment.

The IT Team encourages your feedback and responds to student needs. A subset of customers receiving IT support will be invited to participate in a survey to provide individual customer experience feedback.

All students are also encouraged to have their voice heard in our **Annual Student Satisfaction Survey**. We utilize the student responses to help focus our strategic planning efforts each year. Results and response to the most recent satisfaction survey are posted on the Computing Resources page for your review.



# Customer Support



**ONLINE**

<https://support.westernu.edu>  
<https://www.westernu.edu/computing/>



**CALL THE  
HELPDESK**

(909) 469-5432 or (541) 259-0321



**TECHREP**

Reach out to your college  
Student Technology Representative

A night-time photograph of the Western University of Health Sciences building. The building's facade is illuminated, featuring a large circular logo on the left and the university's name in large, glowing letters. The background shows a city street with traffic and distant mountains under a dark sky.

Welcome to  
Western University  
of Health Sciences!

**The IT Team is here to assist you and make  
your technology experience successful!**