



CHARLOTTE CAMPUS

## Information Technology

Information Technology (IT) is the central department providing all members of the Johnson & Wales University, Charlotte Campus with technical support, networking, telecommunications and other technology services for academic and administrative endeavors. IT works with departments, faculty, staff and students to provide robust, flexible and secure technologies that support the institutional goals of the university.

### E-MAIL

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Each student at Johnson & Wales University receives an e-mail account and uses Microsoft Outlook Web Access (OWA), a Web-based e-mail program that allows them to access their e-mail through their Web browsers. You may use OWA anywhere you have Internet access – on or off campus. Your e-mail account not only serves as a tool for sending and receiving e-mail, but also provides access to important university resources. You are required to use your e-mail username and password to logon to JWU computer workstations. As the university's primary channel of communication with students, your account provides access to important university resources such as faculty coursework, Charlotte Campus Update, university calendar, student activities and more.

#### Finding Your Account Information:

- Log on to jwuLink at <http://link.jwu.edu> and enter the secure area
- Select "Personal Information"
- Select "View/Activate JWU E-mail Address"
- Read the instructions to determine your username and password (a student e-mail address is *username@students.jwu.edu*)

#### Using Your Account:

- Follow the e-mail link from jwuLink or type <http://email.jwu.edu> into your web browser
- Click LOG IN to access your e-mail account
- Enter your username and password and click OK
- The first time you use your account, you will be prompted to change your password (your new password must be at least six (6) letters or numbers and cannot be the same as your username - this password is case sensitive)
- Enter your username and your current password
- Select a new password and enter it twice
- Click OK - you may now use your e-mail account

Note: Once a student's account receives an inactive status from Student Academic Services, their e-mail and network accounts are disabled within one business day. If a student's account returns to an active status within 30 days, their e-mail and network account will be reactivated. If a student's account returns to active status after 30 days, a new e-mail and network account will be created for them 24 hours after they have registered courses. This may or may not be the same as their previous account, depending on availability.

## **PASSWORD RESET MANAGER**

Johnson & Wales University offers a utility called the Password Reset Manager that allows you to securely reset your own forgotten password without having to call the University Help Desk or visit a computer lab. In order to use this 24x7 service, you must first create an account profile. Without the creation of this profile, you will not be able to reset your password through this tool.

### **Creating Your Profile:**

1. Access OWA at <http://email.jwu.edu>
2. Select the "Password Reset Manager" link
3. Click the "Security Questions and Answers" button
4. Enter your e-mail user name and password
5. Select three questions and enter your answers
6. Click "Create", close the confirmation window and close the profile creation window

*Note: Once you have created your profile, you can securely reset your own password if needed.*

### **Resetting Your Password:**

1. Access OWA at <http://email.jwu.edu>
2. Select the "Password Reset Manager" link
3. Click the "Reset Password" button
4. Enter your user name and email address and click "Continue"
5. Answer the three questions you selected exactly as entered in the account profile creation and click "Continue"
6. Click the "reset password" button
7. Reset your password and click "OK"
8. Close the confirmation window and close the reset password window

## **PUBLIC FOLDERS**

By using your JWU e-mail account, you have access to the university public folders where faculty post syllabi, course outlines, assignments and more. You can also obtain information on the Charlotte Campus and student activities. The Public Folders link is beneath your private folders.

### **To Access Public Folders:**

1. log on to your Johnson & Wales e-mail account
2. click the plus sign [+] beside the "Public Folders" icon on the left side of the screen
3. click the plus sign [+] next to "Charlotte Campus"
4. select the appropriate folder to view the information for which you are looking

## **COMPUTER LABS**

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JWU Charlotte has five computer labs that are run by ITS. Four labs are located on the 4th floor of the Academic Center housing over 160 workstations and one lab is located in the Library housing 30 workstations. Student staff members are available in these computer labs to help students and answer questions. Students need an active JWU e-mail account to access the computers.

Hours of operation are posted at each computer lab, on the JWU Charlotte IT website at [www.jwu.edu/charlotte/it](http://www.jwu.edu/charlotte/it) and at the following location in public folders (along with details, information and software):

\\Charlotte Campus\Campus Administration\Information Technology\Computer Labs

Academic Center Computer Lab Classrooms 433, 434, 435 and the Library Computer Lab Classroom are open for faculty/class reservations during operating hours. Academic Center Student Computer Lab 436 is an "open-use" computer lab and NOT available for faculty/class reservations. As such, students wanting uninterrupted access should use 436.

## **PRINT RELEASE STATIONS**

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Submit print jobs from any computer lab, classroom, Cyber Lounge, Gateway Center 4th Floor Lounge or Library "Information Commons" computer workstation and visit any print release station to swipe your student ID card and pick up your job.

### **Print Release Station Locations:**

- Academic Center Computer Lab Classroom 433
- Academic Center Computer Lab Classroom 434
- Academic Center Computer Lab Classroom 435
- Academic Center Student Computer Lab 436 (2)
- Library Computer Lab Classroom (2)
- Library Information Commons
- Cyber Lounge
- Gateway Center 4th Floor Lounge
- Student Center

## **NETWORK STORAGE**

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All students are given access to a network drive space for class-related work. This drive is only accessible from JWU computer workstations and provides a secure storage space for data which is backed up regularly. Data recovery may be possible by contacting the University Help Desk. Data is accessible for 90 days after graduation for students with active accounts.

- Student home drive shows up as Z: when you log into the network on a computer lab machine (double click "My Computer" on the desktop)
- You are limited to 50MB of server storage space
- Cannot store illegal or illegally obtained/copyrighted material there
- Data stored there should be considered convenient "working copies" (nothing archival or static in nature should be there)
- Data is only available from computer lab machines and cannot be accessed from home, ResNet or the web
- If you transfer out of JWU Charlotte, or to another school, your student home directory is removed (data does not transfer from campus to campus as other campuses do not have this service)

## **TELECOMMUNICATIONS**

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There are many changes occurring across the university as we seek to consolidate and improve services for students. Although telephone service is no longer available in residence hall student rooms, there is a courtesy phone located in the commons room on each floor of Cedar Hall North and Cedar Hall South, and by the main elevator lobby on each floor in City View Towers. These telephones may be used to call staff, faculty and any JWU office. For medical and other serious emergencies, these telephones may be used to dial 911 for assistance and then Campus Safety & Security at extension 1900.

## **ON-CAMPUS STUDENT RESIDENTIAL NETWORK "ResNet"**

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ResNet is the on-campus student residential network, which allows you to connect to university online resources as well as the Internet. The university does not charge a fee for this service.

All you need is a computer with a wired network card for access from your residence hall room. Desktop and notebook computer wired network cards cost between approximately \$20 and \$40 dollars, and are included on most new computer purchases. You will also need a wireless card for wireless access at specified locations throughout campus. Notebook computer wireless network cards cost between approximately \$50 and \$80 dollars, and are included on most new notebook computer purchases.

Learn how to set up and access ResNet, steps to take to protect your computer from viruses and spyware, and more details and step-by-step instructions at the University Help Desk website at <http://helpdesk.jwu.edu> and clicking "on-campus network".

### ***WIRELESS ACCESS***

When you have your notebook computer in a wireless "hotspot" area, you will simply need to activate your wireless card and then select/activate/connect to the "WIFIJWU" network (see your particular notebook computer or wireless card user manual for instructions). Then, start your Internet browser and it will ask you to log in with your JWU account ID and password.

#### **Wireless Hotspot Areas:**

- Academic Center
- Cedar Hall North
- Cedar Hall South
- City View Towers – game room
- Cyber Lounge
- Gateway Center 4th Floor
- Library
- Residence Hall Quad
- Student Center

## **CABLE TELEVISION**

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Standard cable television service is provided throughout campus in all classrooms, lounges, common areas, residence hall bedrooms and apartment bedrooms and living rooms.

### **Channel Lineup:**

1. Visit [www.timewarnercable.com/charlotte](http://www.timewarnercable.com/charlotte)
2. Select "Channel Lineups" under the 'Tools' heading
3. Select "Charlotte, NC" from the drop-down box and click "See Channel Lineup"
4. Select only "Broadcast Cable" and "Basic Cable" under the 'Package Filter' heading

## **CAMPUS EVENTS CHANNEL**

When you're on campus, there's a cable television channel just for you! Watch the Campus Events Channel to get informed and for answers to questions you might have about activities on campus. The channel displays announcements, safety & security notices, academic information, events, deadlines, news and student activities. The channel, which is on channel 9 on the cable lineup, is available throughout all of campus (including the Academic Center, Gateway Center, Gateway Village administrative offices and residence halls). It serves as your round-the-clock connection to campus activity.

The Campus Events Channel is produced by Communications & Media Relations. Items of interest for inclusion should be sent to Melinda Law, communications & media relations manager, by e-mail at [melinda.law@jwu.edu](mailto:melinda.law@jwu.edu) for approval.

## **POLICIES**

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All students are required to comply with the university's legal policies, which are accessible at [www.jwu.edu/legal](http://www.jwu.edu/legal). Violations of these policies may result in a suspension or revocation of a user's privilege to access and use JWU technology and may subject the user to civil or criminal legal action, employment action up to and including termination and/or sanctions under the student conduct review process up to and including permanent dismissal from the university.

## **TECHNICAL SUPPORT**

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The University Help Desk is available to assist students with e-mail, jwuLink, Internet, ResNet, cable television, policies/procedures and other computer-related questions. The University Help Desk website located at <http://helpdesk.jwu.edu> also has detailed instructions and answers to many frequently-asked questions. Please contact the University Help Desk to report problems and issues. The university does not provide technical support for personal computers or printers.

Toll free: 1-866-JWU-HELP (1-866-598-4357)  
Website: <http://helpdesk.jwu.edu>  
E-mail: [helpdesk@jwu.edu](mailto:helpdesk@jwu.edu)

### **Information Technology**

801 West Trade Street, Charlotte, NC 28202  
[www.jwu.edu/charlotte/it](http://www.jwu.edu/charlotte/it)

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