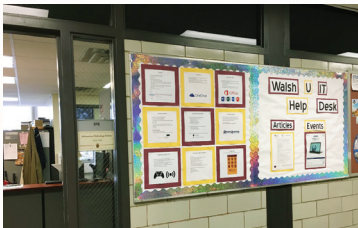


COMPUTER PROBLEMS/QUESTIONS

The Office of Information Technology Help Desk is located in Farrell Hall 212, on the second floor directly across from the stairwell nearest the library. The help desk offers help with any Walsh IT system. In addition, we offer personal computer diagnostics and software repair, in person password reset (bring photo ID), and general assistance with any Walsh system.



HELP DESK IN-PERSON HOURS

Fall and Spring Semester Hours:

Monday–Thursday, 8 a.m. to 8 p.m.

Friday, 8 a.m. to 5 p.m.

Saturday, 8 a.m. to 12 p.m.

Christmas Break Hours:

Monday–Friday, 8 a.m. to 5 p.m.

Summer Hours:

Monday–Friday, 8 a.m. to 4 p.m.

Contact the Help Desk

24 Hours a Day/7 Days a Week

Phone: 330.244.4357

Email: helpdesk@walsh.edu

portal.walsh.edu/resources/its



Information Technology Services

GAMING & SMART TV'S

Walsh permits gaming consoles, SmartTVs and streaming media devices in the Residence Halls.

Gaming devices are permitted on the wired network and do not require registration, just plug and play.

Smart TVs and streaming media devices are permitted on the wired network and do not require registration, just plug and play. If these devices are not able to use the wired connection, they must be registered on the wireless network by completing a form with your console information. The form and more information is located at:

portal.walsh.edu/resources/its/gaming-and-smart-tvs/

Chromecasts are not permitted on our network.

HOONUIT ONLINE TRAINING

Hoonuit, is a free service to all Walsh University students, faculty and staff. The service has hours of online training in a variety of topics such as communication skills, Microsoft Products, writing, APA style, Adobe Creative Suite, programming languages and much much more! Access Hoonuit at:

portal.walsh.edu/resources/its/atomic-learning

Log into Hoonuit with your username and password!

SAFE COMPUTING TIPS

- Install Anti-virus (we recommend Avast)
- Back up files (use OneDrive)
- Be  of phishing attempts (do not click on anything unless you are sure of the sender)
- Use strong passwords

For details and more information go to:

portal.walsh.edu/resources/its/safe-computing



WALSH UNIVERSITY APP

Keep up with Walsh on the go! The app has dining balance, locations and hours, an interactive campus map, your class schedule, links to emergency numbers, news and events, academics and more.

Download the free app—search Walsh University from the Apple or Google Play store today and keep up with Walsh on the move. Log in using your Walsh username and password for a personal experience with your class schedule and dining balance information displayed.



Information Technology Services



Guide to Technology

WELCOME

Welcome to Walsh! New students will need their username and password before accessing any of the IT systems on campus.

Your username, email and default password should have been sent to you with your Admissions letters or in your orientation packet.

You **MUST** change your password from the default password and register for our self service password service before accessing any IT systems.

** see the section Password Reset for instructions*

CAVALIER CENTER

The Cavalier Center is the student information system—students register for classes, view their grades, view class schedules, review financial aid, view tuition bills and update personal information.

To access the Cavalier Center, go to **www.walsh.edu**, click the QuickLinks dropdown and choose Cavalier Center.

Log in with your username (no @walsh.edu) and password.

To view course information  Office of the Registrar. Click Registration Activities. Click Select Term and choose the term.

View your class schedule, order textbooks, or change your schedule from this screen.

PASSWORD RESET

When you receive your username and default password, you **MUST** change your password.

To access all IT services, you must complete the following:

1. Change your password from the default
2. Register with the Self Service Password service

Follow the steps below to successfully change your password:

Go to the Password Self Service page at:
<https://passwordreset.walsh.edu>

Log into the password service with your username and the default password.

Choose walsh.edu from the dropdown.

Enter the letters and numbers from the Captcha, use the blue arrow to change it to something you can read better.

Once logged in the password change page will appear. Change your password, be sure to read and follow the guidelines on the screen.

Next, register by clicking Enrollment on the top left.

Choose questions 1–3 and type answers of five characters or more. For question four create your own question and answer with five characters or more.

Click Save.

When finished, click Sign-out on the top right.

Video tutorials and instructions are located at:
www.walsh.edu/password-reset

More information for New Students can be found at: **<http://portal.walsh.edu/resources/its>**



CONNECTING TO THE INTERNET

Walsh students can use the wireless network throughout campus. Enter your username and password when prompted after choosing the wireless network on your device.

Go to **portal.walsh.edu/resources/its/network** for more information.

The Walsh-guest wireless network is available for visitors to campus. Once selected, visitors will need to open a web browser to read the terms of service, enter their email address and click Accept. Once completed the wireless network will be active for guests. Walsh-guest is not available in the residence halls.

Residence Hall students have access to an Ethernet port in their rooms for wired access to the campus network. The wired access, many times, is faster than wireless and perfect for working on projects or studying in your room. We recommend bringing a 15–20 foot Ethernet cable to use the ports. If you need one, you can also stop by the help desk in Room 212 Farrell Hall for a cable.

EMAIL & OFFICE 365

All students receive a Walsh email account. This is your official email for all Walsh University correspondence. Email is accessible anywhere, anytime through the Office365 portal. Go to **<http://portal.office.com>** and log in with your email address and password. Click the Outlook icon to view your messages.

In addition, students have access to all options in the Office365 portal, including online Word, Excel, Powerpoint and OneNote, OneDrive file sharing and storage, Calendar, Video, and more. Students can also download a free copy of the Microsoft Office suite by clicking the Install button on the top of the portal page. The software is available for Mac, PC, and mobile devices.

ELECTRONIC COURSE NETWORK

ECN is the Learning Management System for Walsh University's online programs. In addition, many traditional courses use ECN tools to supplement student learning. Check with your instructor about how they are using ECN for your course.

Access ECN in your favorite browser by going to **ecn.walsh.edu**. Log in with your username and password. Click Courses on the top right to view courses. If your courses are greyed out, they are not published in ECN, check with your instructor about using ECN.