

Services for Students

I have a question about computing services at WU. How do I get it answered?



Visit our BodPrints knowledge base at support.washburn.edu! A list of the most popular solutions for support can be found on the main page. Alternatively, search for a knowledge base article by keyword, using the search box and options provided.

If the answer cannot be found in the knowledge base, send e-mail to: support@washburn.edu. A BodPrints agent will respond to the question.

What is my Washburn e-mail address and how do I use it?

Washburn e-mail addresses are based upon MyWashburn user names. Before you can use your e-mail address, you will need to know your MyWashburn account information.

Persons who have never logged in to MyWashburn should visit my.washburn.edu and "Retrieve Account Information."

An individual who has forgotten his/her MyWashburn account information should visit my.washburn.edu and select "Forget Your Password?" WAIT 15 minutes until the account password is reset to its original value.

Once you know your MyWashburn account information, simply append @washburn.edu to the MyWashburn user name to obtain your Washburn e-mail address. For example, if a MyWashburn user name is susan.jones, the corresponding Washburn e-mail address is susan.jones@washburn.edu.

Once logged in to MyWashburn, use the E-mail icon to access Washburn e-mail and send messages from the Washburn e-mail account.

NOTE: It is important that Washburn e-mail be checked often as Washburn staff and faculty use it to communicate with students.

Can I access my Washburn e-mail through another e-mail client besides MyWashburn?

To set up another e-mail client to read Washburn e-mail, use the following settings:

Incoming (IMAP) Server: **ims.washburn.edu**

Protocol: IMAP

Direct questions about configuring e-mail programs to support@washburn.edu.

How do I access courses online?

Log in to MyWashburn, and select the **My Courses** tab.

Direct questions about My Courses to webtech@washburn.edu.

How do I update my current address?

Log in to MyWashburn, and select the **Student** tab. Under **Student Self-Service** select "more Self Service links" then select **Personal Information**.

How do I access my student records?	Log in to MyWashburn, and select the Student tab. Find Student Records under Student Self-Service								
	Direct questions about self-service to the e-mail addresses listed on the screens.								
Is there wireless access on campus?	Yes. To find out the locations of wireless access and for information on how to register for wireless access, visit support.washburn.edu and use a keyword of wireless .								
I don't own a computer and need to use a computer on campus. Where do I go?	Visit support.washburn.edu and search for labs to obtain current information about lab locations and hours. Some labs require authentication. This account information may be obtained at the Technology Support Center service window in Bennett 104 upon presentation of an iCard.								
I need assistance getting started with using computers on campus. Where should I go?	ISS offers a Technology Support Center in Bennett 104. To use the computers in Bennett 108, obtain a WU Active Directory (WUAD) account at the Technology Support Center service window in Bennett 104. Bring your iCard for identification. Hours for the Technology Support Center are the following during fall and spring semesters: <table data-bbox="467 806 1292 961"> <tr> <td>Monday – Thursday</td> <td>7:30 a.m. to 11:00 p.m.</td> </tr> <tr> <td>Friday</td> <td>7:30 a.m. – 5:00 p.m.</td> </tr> <tr> <td>Saturday</td> <td>8:00 a.m. – 5:00 p.m.</td> </tr> <tr> <td>Sunday</td> <td>1:00 p.m. – 11:00 p.m.</td> </tr> </table>	Monday – Thursday	7:30 a.m. to 11:00 p.m.	Friday	7:30 a.m. – 5:00 p.m.	Saturday	8:00 a.m. – 5:00 p.m.	Sunday	1:00 p.m. – 11:00 p.m.
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Sunday	1:00 p.m. – 11:00 p.m.								
What about printing from ISS labs on campus?	See documentation in individual labs regarding printing capabilities. Many labs require that you supply your own 8 ½" x 11" paper.								
I would like to publish a student Web site. How do I start?	First, obtain a Unix account at the Technology Support Center in Bennett 104. Have your iCard ready for identification. Next visit students.washburn.edu for information on how to publish a student Web site.								

NOTE: MyWashburn accounts for students remain active for ONE fall or spring semester after graduation or separation from the university.

Follow Cyberspace Citizen Code.

www.washburn.edu/cc