

Information Technology Services

# QUICK START GUIDE

/// [washburn.edu/its](http://washburn.edu/its)



**WASHBURN**  
UNIVERSITY

## ACCOUNTS & ACCESS

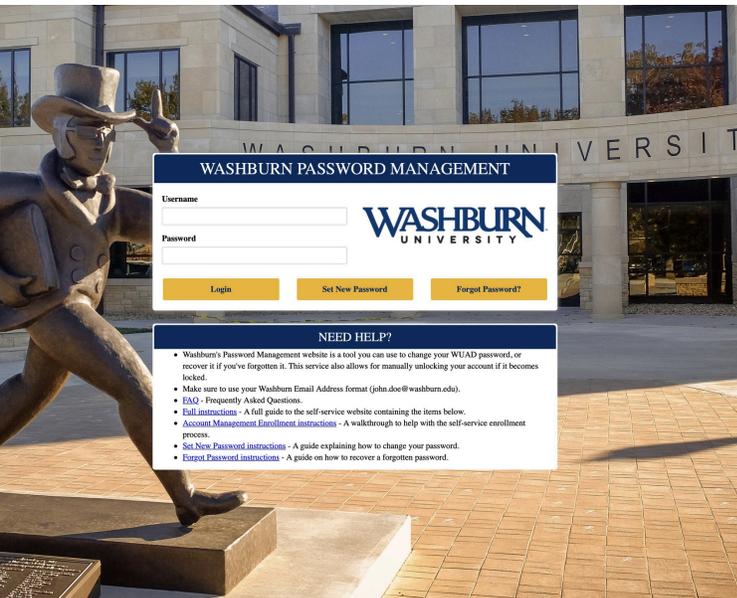
Access to the campus network and the numerous online resources needed by our students and employees requires user accounts associated to each individual. These accounts are created for students when they are admitted to the university and for employees upon confirmation of their employment.

Students and employees should take great care in keeping their account passwords confidential. Passwords should never be shared with anyone, regardless of their role with the university. Users with access to the campus network and online resources must abide by the [Acceptable Use](#) regulation.

# WELCOME

Information Technology Services would like to welcome you to Washburn University! A number of technology resources are available to you. Please review this quick start guide to get started today.

JOHN HAVERTY  
Chief Information Officer



## NETWORK USERS ACCOUNT (aka WUAD Accounts)

Almost all online services associated with Washburn University are tied to your WUAD network user account. Computer login, MyWashburn, wireless access, Brightspace (D2L), Banner, etc, require your network credentials to gain access to their services.

Students are initially provided their network credentials (often referred to as **"WUAD credentials"**) via email during the Admissions process. Contact the helpdesk at **(785) 670-3000** if you have not yet received this information.

Employees are provided their network credentials via email upon employment and only after the Human Resources department has processed the new employee's information in Banner. Visit <https://www.washburn.edu/its/accounts-access-mgmt/wuad.html> for more information.

## PASSWORD PORTAL - ENROLL TODAY

Go to [password.washburn.edu](https://password.washburn.edu) to manage your network password. It is strongly recommended that everyone with a network account visit this site to setup a series of secret questions and answers you can use to retrieve a forgotten password.

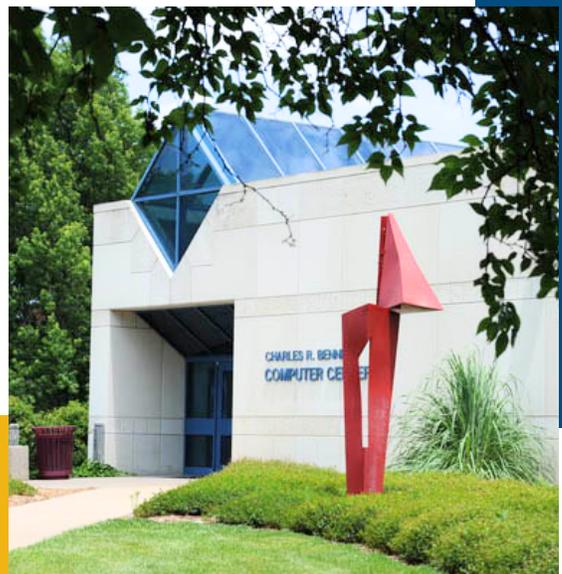
### ***I know my username, but I forgot my password.***

After enrollment, visit [password.washburn.edu](https://password.washburn.edu) to have a new password sent to you.

### ***Need more assistance?***

Bring your university ID card to our Help Desk, located in **the lower level of Plass (near the Writing Center)** and an ITS employee will assist you.

**M - F | 8 AM - 5 PM**



# CONNECTING TO WIRELESS (Wi-Fi)

Washburn uses the **Ichabods SSID** to streamline registering devices on the Wi-Fi network and provides a secure connection for users. We also use **WU-Aux SSID** to connect with gaming systems, TVs, etc.



## STEP 1

On your Apple device, connect your device to the network named “**Ichabods**”.

## STEP 2

Enter your Washburn username & password. This will include your full Washburn email address and regular password. Click “**Join**”.

## STEP 3

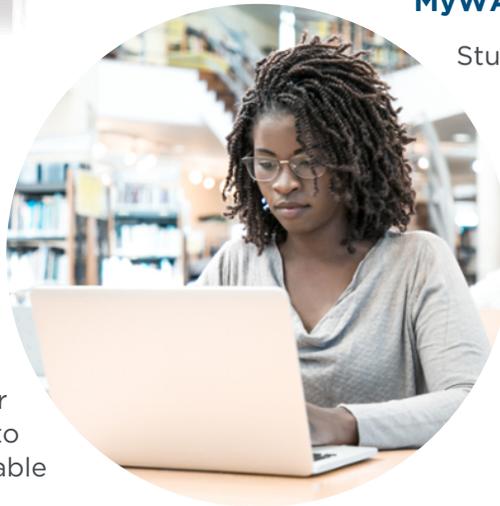
Make sure on the next screen that you click “**Trust**” on the certificate screen (trusting radius01.washburn.edu is OK).

## STEP 4

After clicking “**Trust**”, your device will be connected to “**Ichabods**”, which is available in all buildings and many open areas on campus.

### MORE QUESTIONS ABOUT WI-FI?

Additional instructions are available at <https://www.washburn.edu/its/wireless> for Android, Windows, MAC and game consoles.



## OUTLOOK & DUO MFA

Employee and student email accounts are tied to your network account. You can access **Outlook** by going to [outlook.washburn.edu](https://outlook.washburn.edu) and using your WUAD account to login. You will be prompted to enroll a **Duo MFA** (multifactor authentication) device. To learn more about the process, visit [www.washburn.edu/its/accounts-access-mgmt/duo/enroll-in-duo.html](https://www.washburn.edu/its/accounts-access-mgmt/duo/enroll-in-duo.html).

## TELECOMMUTING RESOURCES

ITS has created a telecommuting quick start guide that will highlight all the tools and resources that you need to be successful at telecommuting:

- **Two-Factor Auth. via Duo MFA**
- **VPN**
- **Virtual Desktop**

For more information, visit <https://www.washburn.edu/its/software-training/files/Telecommuting-Quick-Start-Guide.pdf>.

## MyWASHBURN

Students, faculty, and staff are automatically assigned a MyWashburn account.

**MyWashburn** is a portal that gives you access to information and resources necessary to participate within the Washburn community.

### Resources include:

- Access to the learning management system
- Course registration
- Student account credit card payments

What you see in the MyWashburn portal is dependent upon your role at the University.

For more information, visit [my.washburn.edu](https://my.washburn.edu).

# OFFICE 365

*Office 365 provides online access to some of the Office applications. **Word, Excel, & PowerPoint** are all available online through Office 365. All you need is a browser. These online apps take advantage of OneDrive to store your documents and each provide a rich set of features almost identical to what you find in a traditional installation of Office on your computer. **Enter your WUAD credentials for full access.***

**Looking for a place online to store, share, and sync up to 1TB of your important files?**

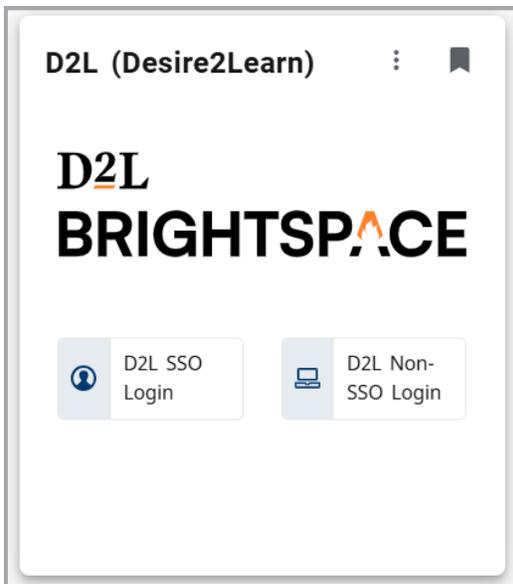
OneDrive is the tool for you. Login to **Office 365** using your WUAD credentials, click the **OneDrive** tile, and you can begin uploading files simply by dragging and dropping them to your browser window.

# SUPPORT & TRAINING

IN A WORLD OF TECHNOLOGY, PEOPLE MAKE THE DIFFERENCE

## GET STARTED

*Desire2Learn*



### STEP 1

Log into your [MyWashburn](#) account with your Washburn email address and password.

### STEP 2

Scroll to find the “**D2L card**” on your home screen.

### STEP 3

Click on “**D2L SSO Login**” to access your courses.

## ONLINE D2L SUPPORT

24/7 SUPPORT - ONLINE HELPDESK

- Call at **(866) 888-1272**
- Email to [washburn@d2l.com](mailto:washburn@d2l.com)
- [Chat and Support Request Form](#)
- For more information: <https://www.washburn.edu/its/online-education/index.html>



## PHONES & TEAMS

Microsoft Teams is already installed on campus computers. If you have a phone on your desk, it is already tied to the Teams application on your computer. Learn how to use Microsoft Teams for online meetings and calls at [www.microsoft.com/en-us/microsoft-teams/download-app](http://www.microsoft.com/en-us/microsoft-teams/download-app).

## LOOKING FOR:

- Help with a technical issue
- Advice for an upcoming computer purchase
- Consultation on a technology project
- Request for an audio/visual setup
- Guidance on how to use a specific application

### ... or any other ITS need?

Information Technology Services strives to be your “go to” department for any and all of these needs. Here are ways we hope to provide you the support and training you are looking for.

## TRAINING

- Visit this link to access guides on how to use various software at Washburn: [www.washburn.edu/its/software-training/index.html](http://www.washburn.edu/its/software-training/index.html)
- Check out the ITS webpage for outage updates & more: [www.washburn.edu/its](http://www.washburn.edu/its)

## GET SUPPORT



**(785) 670-3000**

Give our Helpdesk a call to speak directly with a technician to get help immediately.



Email ITS Support: [support@washburn.edu](mailto:support@washburn.edu)



### Support Window

**Bennett Computer Center  
Room 104**

**M-TH** 8:00 AM - 9:00 PM  
**FRI** 8:00 AM - 5:00 PM  
**SAT** **CLOSED**  
**SUN** 1:00 PM - 9:00 PM

SUMMER	CLOSED
MON - FRI 8 AM TO 5 PM	HOLIDAYS & INCLEMENT WEATHER
WASHBURN TECH	BLDG. A EAST 115

