

## Information Technology Services

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The Information Technology Services (ITS) organization provides the network and computational backbones for campus communications and computing. In addition to this hardware infrastructure, ITS supports the software systems for the administration of the university. Responsibilities include application development, support and training, interface programming and support, desktop procurement, diagnosis and repair, IT help desk services, network administration and connectivity support (wireless and wired), voice telephony support, electronic door lock and security camera support, and general technology consulting relative to both academic and administrative software/systems. More details about these and other services are on the ITS website (<http://wichita.edu/its/>)<sup>1</sup>.

<sup>1</sup> Link opens new window.

### Technology Help Desk

Technology Help Desk is housed in 120 Jabara Hall. Technology Help Desk provides technical support to all students, faculty and staff of Wichita State University. More details about the help desk and its services are available online at the help desk website (<http://wichita.edu/helpdesk/>)<sup>1</sup>. The phone number for the help desk is 316-978-HELP (4357).

	Help Desk Hours
Monday – Friday	8 a.m. – 6 p.m.
Saturday	9 a.m. – 6 p.m.
Sunday	Closed

<sup>1</sup> Link opens new window.

### Campus Network Access

All residence hall students are provided a direct, high-speed connection to the campus network and the internet. Wireless access to the campus network (and internet) is also available from all campus buildings.

### Email (@shockers.wichita.edu)

Every WSU student is automatically assigned an email account with the “@shockers.wichita.edu” suffix. This email account provides students with a convenient way to communicate with other students, faculty and university offices in their academic pursuits. Students are expected to use this email address for official communication with faculty and university offices. Applications, instructions and other information about email accounts are available at the online WSU email center (<http://wichita.edu/email/>)<sup>1</sup>.

<sup>1</sup> Link opens new window.

### myWSU

The *myWSU* portal is a website that allows students to view and update their own WSU information. Examples are: add/drop courses, check academic status, check on status of financial assistance and get academic history (grades). For more information about this service, go to the *myWSU* website (<https://mywsu.wichita.edu/>)<sup>1</sup> and click on the *New to myWSU* link.

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