

# Western Michigan University – Information for New Faculty

## Office of Information Technology

### Bronco NetID (computer account) | (269) 387-HELP (4357), Option 1

- A Bronco NetID is issued to all faculty members at the time of hire. This computer account remains active throughout the faculty member's career at WMU and continues if emeriti status is granted. A Bronco NetID must be activated before it can be used. This may be done at [gowmu.wmich.edu](http://gowmu.wmich.edu).
- The Bronco NetID and password are used for access to secure transactions within GoWMU.wmich.edu (WMU's portal), e-mail, e-learning, file storage, computer registration and personal Web pages ([homepages.wmich.edu](http://homepages.wmich.edu)). WMU will never ask for your username and password via e-mail. Your password should never be given to anyone, including WMU staff. Beware of phishing tactics that ask for your private information.
- A WMU e-mail address is created at the time of the Bronco NetID creation. This e-mail address is in the format of [firstname.lastname@wmich.edu](mailto:firstname.lastname@wmich.edu). It is the e-mail address used for all official mailings from WMU. All e-mail to students should be sent using the student's [wmich.edu](http://www.wmich.edu) address.
- Bronco NetIDs are set up with 300 MB of e-mail space, 100 MB of file storage space, and 100 MB of Web space. These quotas may be modified, as needed, up to a combined total of 1 GB on GoWMU by using the My Self Service, My Bronco NetID links.
- **Computers** | Sales: (269) 387-5460; Repair: (269) 387-HELP, Option 2 | Training: (269) 387-6958
- **Purchases:** WMU faculty, staff and students may purchase computer hardware and software at an educational discount from TotalTECH, WMU's campus computer store. TotalTech is located in the WMU Bookstore in the Bernhard Center. For more information, see their Web site at <http://www.wmich.edu/totaltech>.
- **Repairs:** The OIT computer repair unit provides warranty and non-warranty repair for Apple, Compaq, Dell, Fujitsu, and Hewlett Packard. Computer Repair is located at the NW end of the University Computing Center. For more information, contact Microcomputer Repair at 387-HELP, Option 2, or visit their Web site at <http://www.wmich.edu/oit/crs/>.
- **Computer Training:** WMU offers free extensive online computer training for staff and faculty through Lynda.com. Once you have an account, you can access as many courses as you like from any computer with a broadband connection any time of the day. For more information, and to obtain an account, please visit <http://www.wmich.edu/ftc/training.html>.
- **Computer Labs:** A Bronco ID card is required to use all computing labs. More information about labs may be found at the labs Web site: [www.wmich.edu/labs/](http://www.wmich.edu/labs/).

### E-mail | (269) 387-HELP (4357), Option 1

- Your e-mail will be delivered to the e-communication services (ecs) server, [webmail.wmich.edu](http://webmail.wmich.edu) by default, unless your college or department uses the GroupWise e-mail client. You may access your ecs e-mail either by going directly to [webmail.wmich.edu](http://webmail.wmich.edu) or by clicking the e-mail icon within the GoWMU portal. More information is found at <http://www.wmich.edu/oit/facstaff/email.html>. Links on the e-mail page will take you to Help Desk pages on setting up an IMAP client, if you so desire.
- Spam mail is a problem at WMU, just as it is everywhere. Find out about using mail filters, and PureMessage on the BroncoTech e-mail site at <http://www.wmich.edu/broncotech/index.php?title=E-mail>.

## **Getting Connected** | (269) 387-HELP (4357), Option 2

- Faculty members may connect to WMU-net from outside the campus by using WMU's modem service. DSL and cable modems may also be used. More information about WMU's modem service is found on the BroncoTech site for getting connected:  
<http://www.wmich.edu/broncotech/index.php?title=Internet#Get-Connected>.
- All computers connected to the WMU network must have anti-virus software installed. OIT provides this software at no charge to the faculty member or the academic department. It is available online in GoWMU.

## **File Sharing** | (269) 387-HELP (4357), Option 1

- Some forms of file sharing—for example, illegally downloading and sharing MP3 files of popular music—violate copyright. It is important for all users of the University's systems to understand their responsibilities and the University's responsibilities regarding copyright. See File Sharing at [www.wmich.edu/students/filessharing.html](http://www.wmich.edu/students/filessharing.html) for more information.

## **Getting Help** | FTC: (269) 387-387-6958 | Help Desk: (269) 387-HELP (4357), Option 1

- OIT provides a Faculty Technology Center on the second floor of the University Computing Center. The FTC is a multimedia computer lab where faculty, teaching assistants and instructors can learn to use technology for instruction. More information is located at <http://www.wmich.edu/ftc/>.
- Help Desk walk-in service is available on the second floor of the computing center. The Help Desk can be reached via email at [helpdesk@wmich.edu](mailto:helpdesk@wmich.edu), via phone at (269) 387-HELP, or on-line at [www.wmich.edu/oit/helpdesk](http://www.wmich.edu/oit/helpdesk).
- Online self-help is provided at <http://www.wmich.edu/broncotech/>.

## **GoWMU** | [gowmu.wmich.edu](http://gowmu.wmich.edu)

- GoWMU is the portal for the WMU community. It is a secure point of access to a collection of online resources. You can customize the content to best suit your needs.
- The GoWMU "My Work" channel allows faculty members access to campus and individual announcements, schedules and teaching assignments, classlists and worksheets, grades, course offerings, and campus forms. GoWMU will also allow faculty members to e-mail their entire class at once. Instructions for doing so are found at [http://www.wmich.edu/broncotech/index.php?title=E-mail\\_Distribution\\_Lists](http://www.wmich.edu/broncotech/index.php?title=E-mail_Distribution_Lists).
- A VPN client may be downloaded from GoWMU, if one needs secure access to WMU-net from off-campus. The VPN client download is found in the Technology section of the GoWMU Channel Guide.

## **Policies** | (269) 387-HELP (4357), Option 1

- Computing policies may be found at <http://www.wmich.edu/oit/policies/>. The University policy site is found at <http://www.wmich.edu/policies/>. The University policy on confidentiality of information is available at <http://www.wmich.edu/registrar/FERPA/fac-staff/confidentiality.html>.

## **Wireless** | (269) 387-HELP (4357), Option 1

Wireless internet access is available throughout the entire campus, allowing faculty members to use their laptops anywhere. Computers must be registered using a Bronco NetID before accessing the network.