



# Information Technology Frequently Asked Questions for Students

[www.wcsu.edu/helpdesk](http://www.wcsu.edu/helpdesk)

**Q. What computer facilities are available at WestConn?**

A. WestConn offers a number of staffed facilities where you can receive assistance from our friendly student staff. We also have 24 hour computer labs available for student use. For a complete list of facilities and hours, please visit: <http://www.wcsu.edu/technology> and select "Classrooms/Labs".

**Q. Should I bring my own computer?**

A. You do not need to bring your own computer. However, a laptop with wireless capability can be useful. In case you do not own a computer, WestConn has a number of computer facilities available for students to use. Some are open as early as 8am, and close as late as 11pm. Some are open around the clock.

**Q. I want to purchase a computer to use at WestConn. What should I buy?**

A. Almost any new desktop or laptop computer purchased today from one of the leading computer manufacturers (IBM, Apple, Dell, Compaq, Gateway, etc.) should be more than adequate for basic student use on campus. If your specific needs are more demanding (for example, if you use computer graphics development software, video capture, etc), or for more information, please visit our IT Help Desk site at [www.wcsu.edu/helpdesk](http://www.wcsu.edu/helpdesk).

**Q. Is WestConn Wireless?**

A. WestConn offers fast and reliable wireless network access to students, faculty, and staff with data connection speeds of up to 54Mbps in selected locations on the Westside and Midtown campuses. For locations and more information, visit <http://www.wcsu.edu/technology> and select "Wireless" from **IT Essentials**. To use the wireless network, your laptop (or PDA, Pocket PC, tablet, etc.) must be equipped with a wireless network adapter. WestConn's Wireless Network uses an SSID of "WestConn" for easy connection. You will be prompted to login (required) using your WestConn Account credentials.

**Q. How can I use my computer in the Residence Hall (ResNet)?**

A. Any student who owns an Ethernet-ready computer can connect to our Residence Hall network using an Ethernet cable. Once connected, students will be required to: log in using their WestConn Account credentials, install Cisco Clean Access, install a supported anti-virus program, and install Windows critical updates. Splitters and cables can be obtained at any of our staffed computer centers. For more information, please visit <http://www.wcsu.edu/resnet>.

**Q. I am not very computer savvy. Where can I get help?**

A. The general computer centers, located in room 117 of the Westside Classroom Building and at Midtown on the first floor of the Haas Library, employ student lab assistants who can provide assistance based on their individual knowledge. However, students needing extensive help should visit the Student Technology Training Center (STTC) in room 225 of the Student Center on the Midtown campus. More information about the STTC can be found at: <http://www.wcsu.edu/sttc>.

Student Technology Training Center	Student Center, Rm. 225	(203) 837-8715
Midtown Computer Center	Haas Library, First Floor	(203) 837-9232
Westside Computer Center	WS Classroom Bldg., Rm. 117	(203) 837-8391
Campus Center Computer Center	Westside Campus Center, 3rd Floor	(203) 837-3291