

West Chester University

IS&T Technology and Resource Guide

Make sure you have access to the devices, labs, and lending options you may need before classes begin. WCU systems, services, and applications are mobile friendly and designed to work across preferred devices.

Technology Support & Computer Resources

IS&T Help Desk and ServiceNow

Visit **ServiceNow** to submit a ticket, search the knowledge base of support articles, or ask the AI Virtual Agent common technology questions, such as:

- I do not see my courses in D2L. Help!
- How do I connect a device to RamNet?
- What is RamCloud, and how do I log in?
- Where and how can I print my files?



Tip: The **ServiceNow NOW** app can be downloaded to your mobile device for IS&T Support.

Get Connected

RamNet is a secure wireless network for students and employees. Connect phones, tablets, and laptops using your WCU username and password.



Smart devices such as streaming devices, game consoles, Echo/Alexa devices, and smart TVs connect through RamNet-Guest and must be registered in ClearPass before they can connect to Wi-Fi.

Student Computer Resources

- Educational Discounts & System Requirements.
- Open-use computer labs (FHG Library, Sykes Student Union).
- Equipment Lending Programs (FHG Library and Moon Shot for Equity).
- **RamPrint** - print from any location when connected to RamNet using any device.



Tip: Laptops can be checked out for a short-term loan in-person at the FHG Library circulation desk.

D2L Learning Management System

Access Courses in Brightspace by D2L

Log in to Brightspace by D2L, WCU's Learning Management System, to access course materials, assignments, announcements, and academic support resources.

- A course will not appear until faculty set it to active.
- Download the Brightspace Pulse app to view course content and stay updated.
- Access to academic support sites such as Navigating Digital Learning.
- **Visit www.wcupa.edu, click Menu and click D2L.**



Tip: Download the Brightspace Pulse Mobile App to stay connected and on track with courses in D2L.

[Submit a ticket to IS&T Help Desk & ServiceNow](#)
610-436-3350 | Anderson Hall, Room 119

For more information, visit <https://wcupa.edu/ist>

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Software, Applications, Cybersecurity & Tools

Microsoft 365

Microsoft 365 includes productivity tools such as Word, Excel, PowerPoint, Outlook, and OneDrive. You can use these tools on a computer, mobile device, or web browser, and store files in OneDrive.

- MS Outlook is the primary tool for email and calendar.
- M365 is accessible from any device.
- 1 TB storage space in OneDrive.



Google Workspace

Google Workspace for Education provides cloud-based productivity and collaboration tools, including Google Drive, Docs, Slides, Sheets, and Sites.

- Secondary storage option alongside Microsoft 365 and OneDrive.
- Not available: Gmail, Calendar, or Google Hangouts.



RAMCloud

RAMCloud is WCU's virtual desktop environment. It provides browser-based access to software applications, virtual desktops, D2L integration, cloud storage access, and virtual classroom tools.

- Accessible from any device.
- Apps and Desktops will launch directly in a browser.
- Upload and download files directly to/from D2L from the RamCloud virtual desktop.



LinkedIn Learning

- LinkedIn Learning offers thousands of on-demand videos covering personal, technical, business, software, and creative topics.
- Develop skills like time management, study skills, personal finance, interviewing, résumé building, and link micro-credentials to LinkedIn profile.



Cybersecurity Awareness

Security works best when we all take part. IS&T promotes safe online activity and strong security best practices across the campus community. Each year, all faculty, staff, and students complete a brief Cybersecurity Awareness training that helps protect both individual and campus systems. Because cyberattacks are designed to steal information and disrupt services, remember to **be cyber smart and think before you click**.



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