Wake Forest University
School of Business

Student Technology Handbook
Spring 2017

School of Business Information Technology Department Contact Information:
✉️ sbhelpdesk@wfu.edu  ☎️ 336.758.4126  🌐 https://my.business.wfu.edu/IT
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Information Technology Department

The School of Business Information Technology Department is committed to attaining the highest level of quality and integrity in all relationships with its clients. We are dedicated to continuous improvement in the services we provide to students, faculty and staff, through effective implementation, innovation, and management of information technology products, services, and support.

Winston-Salem School of Business Help Desk Location and Hours

| Location: | Farrell Hall, Auditorium level, Suite A08 |
| Hours: | Monday – Thursday: 8:00 am – 6:00 pm |
| | Fridays: 8:00 am – 5:00 pm |

Charlotte School of Business Help Desk Location and Hours

| Location: | WFUCC, Office 130 |
| Hours: | Mondays & Wednesdays: 4:00 pm – 6:30 pm |
| | Tuesdays & Thursday: 12:00 pm – 4:00 pm |
| | Saturdays: 7:30 am – 1:30 pm (class days only) |

Phone and Email Support

Phone: (336) 758-4126

Email: sbhelpdesk@wfu.edu

Web Site: https://my.business.wfu.edu/IT

NOTE: Please contact the Help Desk directly for technical support issues.

An IT staff member is on-call every weekend from Friday at 5:00 p.m. until Monday at 8:00 a.m. To contact this individual for emergency and/or network-wide support issues, call the School of Business Help Desk at (336) 758-4126, and leave a message. The on-call staff member will be paged.

During the supported times, we will return your call to the School of Business Help Desk as soon as possible. Some requests can be resolved with this initial callback. Otherwise, we will discuss the nature of the request and determine how long it will take to complete.

System Maintenance / Network Downtime

The School of Business IT Department reserves time every Saturday evening from 8 p.m. to 2 a.m. to perform maintenance on School of Business systems. In general, maintenance occurs once per month, but may occur more frequently if necessary.

Wake Forest Information Systems reserves time every Saturday from 7 a.m. to noon to perform maintenance on University computing systems. WIN is unavailable from 2:00 a.m. to 2:30 a.m. EST on Monday, Wednesday, Thursday, Friday, and Sunday.
Computing Policies

Summary of Computing Rights and Responsibilities

This policy is intended to promote the responsible and ethical use of the computing resources and computing systems of Wake Forest University. Copies of the policy shall be made available to all users of the University’s computing resources and computing systems, and every reasonable effort shall be made to ensure that all users read the policy at least once.

The policy applies to all computer and computer communication systems owned, leased, operated, or contracted by the University. This includes, but is not limited to, tablets, personal computers, laptops, smart phones, computer networks, computer peripherals, and software, whether used for academic, administration, research, or other purposes. This also includes use of University data or access to computer systems by personal devices such as computers, tablets, and smart phones by faculty, staff, students and guests. The policy extends to any use of University systems to access computers elsewhere. For purposes of this policy, references to “computing resources” shall also include “computing systems.”

Basic Principles

The University's computing resources are for administrative, instructional, educational, and research use by the students, faculty, staff, vendors and contractors of Wake Forest University. Ethical standards which apply to other University activities (Honor Code, Social Regulations and Policies, and all local, state, and federal laws) apply equally to use of University computing resources.

Systems Monitoring

This statement serves as notice to all users of campus computing resources that regular monitoring of system activities occurs and users should have no expectation of privacy while on the WFU network or computer systems. This monitoring is to provide for the security and integrity of University data and systems and is in no way judgmental on computer usage. Any data collected during monitoring may be shared with appropriate parties as required for business purposes or as required by law.

Investigations

All users will respect the user privileges of other authorized users. Individuals authorized to perform monitoring as described above will respect such user privileges consistent with their monitoring responsibilities. Thus, users will respect the rights of other users regarding security of files, confidentiality of data, and the ownership of a user’s own work.

Prohibited Activities

The following list is intended to aid in interpreting the basic principles set out in section 2; the list should not be construed as comprehensive. Examples of actions which would be considered violations of this Policy include:

1. Copyright law violations, including but not limited to, providing copyrighted or licensed material to others while maintaining copies for one's own use, unless there is a specific provision in the license which allows this, or using a copyrighted program on more than one machine at the same time, unless this is permitted by a specific license provision. For further information, see http://zsr.wfu.edu/scholarship/copyright/
2. Interfering with legitimate use by others of computing resources.
3. Using the computer access privileges of others.
4. Attempting to gain unauthorized access to any computer or network by hacking or malicious software.
5. Intentional downloading of malicious software or hacking tools.
6. Providing any unauthorized user with access to authorization credentials, or in any way allowing others access to a machine under one's own account. This includes providing access to campus computing resources without the express written permission of Information Systems.
7. Intentionally creating, modifying, reading or copying files (including mail) to or from any areas to which the user has not been granted access. This includes accessing, copying, or modifying the files of others without their explicit permission.
8. Disguising one's identity in any way, including sending falsified messages, and the masking of process names. This prohibition includes sending electronic mail fraudulently.
9. The establishment of any application or program which provides unauthorized access, via the Internet connection or otherwise.
10. Harassing, bullying or intimidating others, or otherwise engaging in conduct prohibited by University policies or applicable law.
11. Using University computing and/or network resources in a malicious manner including attempts to gain unauthorized access to computer systems off-campus.
12. Use of campus computer systems for commercial purposes without prior written permission of the appropriate Dean or VP, and CIO.
13. Attempting to interfere with the normal operation of computing resources in any way, or attempting to subvert the restrictions associated with such systems.
14. Attempting to circumvent data protection schemes or uncover security vulnerabilities.
15. Knowingly running or installing on any computer system or network, or giving to another user, a program to damage or place excessive load on a computer system or network.

Policy Violations

Suspected violation of this policy will be handled through the appropriate University process or office, such as administrative procedures, the Honor and Ethics Council, the Graduate Council, Dean’s office, or Human Resources.

Locating Computing Policy Information and Policy Updates

The above summary is based on the Policy on Responsible and Ethical Use of Computing Resources. This policy may be updated, shortened, or expanded from time to time. The full policy can be reviewed online at http://infosec.wfu.edu/standards/.
myDeacNet Account Information

Every student is issued a myDeacNet account. This account will allow a user to access network resources available at the School of Business and Wake Forest University.

DeacNetID Format: [first 4 characters of last name] + [first initial] + [middle initial] + [digit]*

*Due to possible duplications, the middle initial may be changed to a digit in order to prevent duplicate DeacNetIDs.

This information is specific to you and your myDeacNet account at Wake Forest. **Your password should not be shared with anyone.** Your DeacNetID will remain the same while you are at Wake Forest.

By using your myDeacNet Account, you agree to the terms and conditions in the Policy on Responsible and Ethical Use of Computing Resources. Read the full policy at http://infosec.wfu.edu/standards/.

Password Expiration & Lockouts

Your password expires every six months. Information Systems notifies you by email when it is time to change your password. The messages are sent from help@wfu.edu with “[myDeacNet Account Notification] Password Nearing Expiration” in the subject line. Messages will be sent 9, 6, and 3 days prior to expiration. Failure to change your password in a timely fashion will prevent access to important resources.

The WFU network is configured with a security feature that locks a myDeacNet account if three (3) failed login attempts occur within a specified amount of time. Users cannot log on with a locked account. The account remains locked until unlocked by an administrator or until a 15 minute lockout period has expired.

Password Management

Your myDeacNet Account gives users the opportunity to answer security questions and associate a mobile number with the account for easier password recovery. Navigate to https://deacnetid.wfu.edu and click Manage myDeacNet Account to add this security information to your myDeacNet Account.

Changing Your Password if you are new to WFU

You cannot re-use the same password. Passwords must be 6 to 8 characters long. Passwords must contain a combination of letters and numbers but not special characters like *@#.

1. Navigate to https://deacnetid.wfu.edu
2. Click the Change Password link.
3. Enter your DeacNetID and password.
4. Click Submit.
5. Enter the old password once and then the new password where indicated.
6. Click OK.

*Allow 45 minutes to one hour for your password to synchronize across all WFU systems.*
Retrieving Forgotten Passwords

1. Navigate to https://deacnetid.wfu.edu
2. Click the Forgot Your Password link.
3. Follow the prompts to retrieve your password.

Google Authentication for WFU Applications

WFU students can access the following applications directly from their WFU Google accounts.

- Google Apps
- WIN (Wake Information Network)
- WebEx

Students must first log in to their WFU Google accounts (google.wfu.edu) using their DeacNetID and password. Next click the Google App Launcher to open the desired application listed above.

*Students should log out of personal accounts or open browsers in Incognito or Private mode to avoid authentication problems with WFU applications.*
Personal Computer Information

Student Computers

All students are required to have a laptop running a current version of the Windows operating system and a functioning wireless network card that supports WPA2 encryption.

Microsoft Operating Systems

Windows 7, Windows 8/8.1, and Windows 10 are the recommended operating systems for Wake Forest University computing resources. WFU strongly discourages using Windows 95, 98, Me, 2000, Vista or XP for reasons of security and full access to computing resources.

Mac Operating Systems

Students using Macs will have difficulty following class instruction, taking exams, completing assignments, and will struggle academically. Apple Macintosh laptops only running the Macintosh operating system will not be able to run the required programs. You can work around the software incompatibilities and comply with your course software requirements by running Windows and Office for Windows on your Macintosh. General instructions for installing Windows on your Macintosh can be found online at http://go.wfu.edu/sbWindowsOnMac.

Please Note: The WFU printing system requires Mac OS 10.6 or higher.

Loaner laptops will NOT be issued to Mac users who are NOT running Windows and Microsoft Office for Windows on their Macintosh laptops.
Microsoft Office

All School of Business computers are equipped with Microsoft Office for Windows. To ensure compatibility, students are required to run Microsoft Office for Windows. Due to our academic license agreement, students may obtain Microsoft Office for free at our third party online distribution site, OnTheHub (http://wfu.onthehub.com).

Microsoft Office Versions & System Requirements

<table>
<thead>
<tr>
<th></th>
<th>2013 for PC</th>
<th>2016 for PC</th>
<th>2016 for Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer/Processor</td>
<td>1 gigahertz (GHz) or faster x86-or x64-bit processor with SSE2 instruction set</td>
<td>1 gigahertz (GHz) or faster x86-or x64-bit processor with SSE2 instruction set</td>
<td>Mac computer with an Intel processor</td>
</tr>
<tr>
<td>Memory</td>
<td>1 gigabyte (GB) RAM (32-bit); 2 gigabytes (GB) RAM (64-bit)</td>
<td>2 gigabytes (GB) RAM</td>
<td>4 GB of RAM or more</td>
</tr>
<tr>
<td>Hard Disk</td>
<td>3.0 gigabytes (GB) available</td>
<td>3.0 gigabytes (GB) available</td>
<td>6 GB of available hard disk space Hard Disk: HFS+ hard disk format (also known as Mac OS Extended or HFS Plus)</td>
</tr>
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Support for Student Computers (WFUSB IT Department)

The School of Business IT Department will work with students to ensure access to the following School of Business computing resources:

- Campus Computing Network (wireless/wired)
- Email
- Printing
- WFU Web Resources (Intranet, Sakai, WIN, etc.)

Beyond the services listed above, students are responsible for hardware and software support for their personal laptops.
Wireless Information

Wake Forest University is equipped with a campus-wide wireless network. All student computers must authenticate to gain access to the wireless network. The Winston-Salem wireless network requires students to authenticate using their myDeacNet account. The Charlotte wireless network requires students to authenticate with a passphrase or an encryption code.

Hardware requirements: 802.11b/g/n wireless card that supports WPA2 encryption

All students will need to configure their laptops and mobile devices for the campus wireless network. The School of Business IT Department can assist with configuration for wireless connectivity. The instructions vary greatly depending on your wireless card and software.

Winston-Salem Wireless Configuration

Windows 8/8.1 or Windows 10

To view the Wireless networks in Windows 8, click the bottom right corner of the screen to display the Charms bar and click Settings. Click the Wireless icon.

1. Use your computers wireless utility to locate and connect to the WFUwireless network.

2. When prompted enter your DeacNetID and password. If asked for a domain name, enter DEACNET.

3. Click Connect or OK to accept the certificate.
Mac OS 10.10 and higher

1. Locate the Wireless Network Connections icon at the top of the screen and click once to display the wireless connections available. Select the WFUwireless network profile.

2. Enter your DeacNetID and password. Click Join.

3. Click Show Certificate.

4. Confirm “Always trust these certificates” is selected. Click Continue.

Charlotte Wireless Configuration

The Charlotte wireless network is encrypted; therefore you will need the following passphrase or encryption code to access the wireless network. For assistance with wireless configuration, please contact the School of Business Help Desk.

Some devices may not detect the wireless network and will need to be manually configured.

- Using your computer’s wireless utility, locate the WFUCCstudent network and connect.
- Enter the passphrase when prompted: T3amw0rK

If the device needs to be configured manually, the following settings will apply.

- Security type = WPA2 personal or WPA2 (if required)
- Encryption type = AES (if required)
Printing

The University uses a “follow me” printing system called Pharos. The Pharos system significantly reduces excess printing because users release only the jobs they really need. When a student issues a print command, the print job is sent to a print queue. A student can then swipe his/her card at the printer of choice and collect the job. If print jobs are not collected within two hours, the job is automatically deleted from the print queue.

Printing locations are available in all School of Business buildings (Farrell Hall & WFUCC).

Students will use their Deacon OneCards for printing & copying. Deacon OneCards are pre-loaded with a designated number of impressions per semester. When the balance is depleted, students will then be responsible for paying for their printing and copying until the card is reloaded at the beginning of the next semester.

Before printing a job, Pharos displays the account balance and the cost of each print request. Jobs are printed only if there are sufficient funds available to pay for them. Copy jobs are stopped in real time as soon as funds run out.

Installing Pharos Printers

Pharos printers must be installed on campus. You cannot install them from home.

Navigate to http://business.wfu.edu/print to install the printers for Winston-Salem and Charlotte campuses.

Instructions for the Pharos printing system and reloading ID/copy cards are located in the School of Business IT Department Knowledge Base: https://my.business.wfu.edu/IT/KB.

Printing to Pharos Printers

1. Open the document to print.
2. Choose File tab > Print.
3. Select the desired Pharos printer queues:
   - STUDENT-BW
   - STUDENT-COLOR
   - WFUCC-BW
   - WFUCC-COLOR
4. When prompted, enter your DeacNetID and a name for the print job. ⇒
5. Click Print.
6. Go to the Pharos Printer.
7. Swipe your Deacon OneCard.
8. Select the desired print job name from the printer’s Touch Panel to release or delete.
Faxing

School of Business Fax Locations

<table>
<thead>
<tr>
<th>Resource</th>
<th>Location</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>Auditorium Level - A02</td>
<td>336.758.4505</td>
</tr>
</tbody>
</table>

How to Fax using the Xerox 7835

1. Load the original documents in the document feeder face up.
2. Press the **Services Home** button and tap the **Fax** on the touchscreen.
3. Address the fax using one of the available options:
   - Enter the fax number using the keypad on the left or the touchpad on the touchscreen and tap **Add**.
   - Enter “9” to access an outside phone line, followed by “comma” to insert a dialing pause to hear the dial tone. ⇒
   - If needed, enter a “1” following the “9” to indicate a long distance fax number.
4. Adjust the available fax options as needed.
5. Press the green **Start** button. The printer scans the pages and transmits the document when all pages have been scanned.

*Fax confirmations are not generated, but a fax error report will generate if there is a problem.*

How to Scan to Email

1. Press the **Services Home** button, then tap **Email** on the touchscreen.
2. Enter your DeacNetID NOT your WFU email address.
3. Tap **Next**.
4. Enter your password.
5. Tap **Done**.
6. Confirm you are logged in. ⇒
   ✓ *Your name will appear in the green block in the top right corner of the touchscreen.*
7. Load the original on the document glass face down or in the document feeder face up.
8. To change any of the scan settings, use the options at the bottom of the touchscreen.
9. Press the green **Start** button.
10. Press the **Log In / Out** button when the scan is complete.
11. Tap **Logout** again on the touchscreen to confirm the logout.
Virus / Malware Protection Software

Protection

Your computer is required to have antivirus software installed and running. Keep in mind that an antivirus program is only as effective as its last update. Please be sure to update your software regularly to ensure the most up-to-date protection.

Antivirus/antimalware software for personal use:

- **Microsoft Defender (Built into Windows 8 & Windows 10)**
- **McAfee VirusScan or Symantec Antivirus** - both of which are available for a purchase at [http://www.buycheapsoftware.com/](http://www.buycheapsoftware.com/) (choose “AntiVirus” under product categories) – make sure you purchase a subscription to the software’s update service so that your software has the most up to date virus definitions.
- **Malwarebytes for Mac**: - [https://www.malwarebytes.org/antimalware/mac/](https://www.malwarebytes.org/antimalware/mac/)
- **Sophos for Mac**: [software.wfu.edu](http://software.wfu.edu)

Select Mac on the left and scroll down and select Sophos

System Updates: Critical Updates

System updates automate driver and system file updates and provide up-to-date technical support. System updates can review device drivers and system software on your computer, compare those findings with a master database on the web and then recommend and install updates specific to your computer.

Periodically, you may see the Windows update icon for your laptop’s Operating System, the in the taskbar or a balloon message that says you have new updates to install. When this happens, click on the icon or balloon message and follow the instructions to install the updates. These are considered critical updates and should be performed as soon as possible. Some updates may require you to restart your computer.

Preventing Theft

NEVER leave your computer (or any other valuables) unattended. Computers and other equipment have been stolen from study rooms, classrooms, and other common areas. If you must leave your computer, please attach a lock for security.

Data Backups

It is the responsibility of each user to backup data stored locally on a personal computer or laptop. Data can be backed up to an external hard drive or CD/DVD manually or by using the operating system’s backup software.

How often should I backup and/or archive my data?

It depends a great deal on how much your system gets used, what kind of data is to be backed up and how often you change the data you want to protect.
What do I need to backup?
Backup anything which you consider important to you and/or which cannot be easily replaced. For example, your academic work, digital photos and music, work saved to your local computer, etc.

What should I use?
For most users the best storage device to backup to is an external hard drive; they are reliable, extremely easy to install (just plug in to your USB), relatively inexpensive and have ample capacity. Less expensive alternatives but with less capacity include USB memory sticks, recordable DVDs.

Web based storage is increasing in convenience and popularity.
- Google Drive comes as part of the WFU user account. Students can store an UNLIMITED amount of data for free. For more information, go to Google Drive on the web at drive.google.com.
- Dropbox is another web-based storage site that allows students who create an account to store up to 2 GB of data for free. For more information, go to www.dropbox.com.

Data Recovery
Data recovery is possible, but is expensive. If your computer doesn't start up but the hard disk is undamaged your data may be accessible if the disk is removed and placed in another system.

If your hard drive is damaged, or data has been deleted or damaged, there are data recovery services, though these can be extremely expensive and are not guaranteed to recover all or any of your data.

The Intranet Portal
- Navigate to https://my.business.wfu.edu
- When prompted (see right), enter your DeacNetID and password.
- Click OK

Administration
Online Room Reservations
Students may reserve classrooms for study team meetings and other activities. All reservations are subject to approval.

NOTE: Standard study rooms cannot be reserved. Future reservations are limited to 60 days. Student/Study Team reservations cannot exceed 4 hours within a 24-hour period.

Building Maintenance
Students can report issues with the building (heating/ac, rooms locked, broken chairs, etc) to our Facilities Coordinator using an online form.
Calendar

This contains links to the Public and Internal versions of the School of Business event calendar (class days, alumni & club activities, lecture series).

Career Management Center

This section contains links to various career-related sites for those seeking employment/internships. The Career Management Center will direct you to the appropriate tools for your career search.

Directory

This section contains photos, names and addresses of School of Business faculty, staff and students. You can update your own Directory information at any time using the Update My Information link in the upper right corner of the screen.

Email

This is a link to Google Mail (http://google.wfu.edu). Email can be accessed from any computer with an Internet connection using a web browser.

Event / Speaker Archives

This section contains audio and/or video archives of events and speakers. Instructions for making recording requests are found under the Classroom and Audio/Visual Special Requests section.

Information Technology

The Information Technology section contains information regarding system status, the staff, an online knowledge base and other technology resources.

Library

The Library section contains links to various database resources for business research. Additionally, there are instructions on how to access each database. For assistance with library resources, please contact Bob Hebert, Management Librarian, at (336) 758-4567 or hebertb@wfu.edu or Mary Scanlon, Undergraduate Business Librarian, at (336) 758-4303 or scanlomg@wfu.edu.

Qualtrics Survey Tool

Qualtrics Research Suite is a tool for creating dynamic online surveys available to students, faculty and staff. This service found at qualtrics.wfu.edu (or from the Google App Launcher) gives users the ability to create surveys and distribute them electronically without having to use a fee-based service such as Survey Monkey.

Online surveys can be used for research projects, club questionnaires, and general feedback surveys for both internal and external respondents. Results can be viewed online or downloaded into Excel format.
Sakai

Sakai is an online Collaboration and Learning Environment and can be found at https://sakai.wfu.edu. Instructors and students use Sakai to support teaching and learning, group and research collaboration.

The primary features are:

- Online announcements
- Electronic submission of assignments
- Electronic tests and quizzes
- Online threaded discussion (asynchronous)
- Email (to groups, individuals or entire class)
- Blogs
- Presentations
- Online course calendar
- Syllabuses
- Group work areas (chat, discussion, file sharing)
- Course statistics
- Storage of course documents
- Wikis

WebEx

Wake Forest University has WebEx conferencing available for all faculty, staff and students. With web conferencing users can connect with anyone, anywhere, in real time. WebEx combines desktop sharing through a web browser with phone conferencing and video, so everyone sees the same thing while you talk.

 acceso WebEx, go to http://webex.wfu.edu or from the Google App Launcher. A myDeacNet account is required to log in.

 For WebEx support and instructions, go to http://help.wfu.edu/webex.

WIN

The Wake Forest Information Network, or WIN, is only accessible by authorized Wake Forest students, faculty, staff and alumni. WIN offers a wealth of information and resources for all members of the Wake Forest community.

Accessing WIN

WIN is accessible on and off campus. The WIN login page (https://win.wfu.edu or from the Google App Launcher) displays announcements and provides links for many frequently used web sites on and off campus.

Logging on to WIN

Use your DeacNetID and password to login in to WIN.
Services Available in WIN

- **Today**: This page contains WFU announcements, Student Events Calendar, and weather.
- **Personal**: This page displays personal information about the user. This information includes Email Forwarding for Life, updates to your personal information, DEAC (Deacon Electronic Account Center) and other private services.
- **Info Central**: Info Central is the section where WFU information is stored and retrieved. This page contains services relating to public information: the Student Events Calendar, the Forms & Documents Library, and WFU Classified Ads.
- **Virtual Campus**: Virtual Campus provides quick access to services around the WFU Campus. Depending on a user’s WIN status, Class Rosters, Grades, Financial Aid and Class Schedules are displayed.
- **Directories**: The WIN Directories allow quick access to contact information for the WFU community.
- **Site Map**: The Site Map is a comprehensive list of all WIN services available to the user.

Logging off WIN

WIN is a password-protected area of the campus network. It is important that you log off properly. To log off, use the Exit button on the main WIN screen or close your browser.

Email

**WFU Google Mail**

Wake Forest provides email service to all students, faculty and staff. The campus provided email boxes have spam filters and antivirus programs built in.

WFU Google Mail: [http://google.wfu.edu](http://google.wfu.edu)

Storage & Attachment Limits

- There is no storage limit for your Google account.
- Attachment limit is 25 megabytes

*Please Note: Other email systems have more restrictive storage and attachment limits.*
Listserv addresses

There is a list of School of Business listserv addresses located at https://my.business.wfu.edu/emaillists.cfm. Select a group and the listserv addresses for the group are automatically displayed.

The syntax for School of Business class listserv addresses are as follows:

- maXXXX@business.wfu.edu
- msbaXXXX@business.wfu.edu
- eveningXXXX@business.wfu.edu
- charlotteXXXX@business.wfu.edu
- charlottesaturdayXXXX@business.wfu.edu
- msaXXXX@business.wfu.edu

Forward WFU email to another email account

1. Click the Google Gear > Settings at the top of any Gmail page, and click the link Forwarding and POP/IMAP.
2. At the top of the page, click Add a forwarding address.
3. Enter the email address to which your messages should be forwarded.
4. For your security, verification message will be sent to that email address.
5. Open the forwarding email account, and find the confirmation message from the Gmail team.
6. Click the verification link in that email.

*To forward a select group of messages to a different e-mail address, choose the Gear> Settings and click the Filters link to create a filter.*

Phishing Scams

Please be aware of phishing scams that target college campuses. Phishing messages generally request that you reply with your personal login information (DeacNetID, password, security question, security answer, date of birth, etc.). These messages come from malicious hackers who use the information to send spam messages from the accounts.

- Official computing email communications from WFU Information Systems always come from "IS-Communications."
- Official computing email communications from the School of Business Information Technology Department will always come from "Help Desk, School of Business" or sbhelpdesk@wfu.edu.

*No University office will ask you to confirm account information via email.*

Mobile Devices and Email

It is possible to configure various mobile devices to send and receive WFU email. Configuration instructions for additional devices can be found at https://my.business.wfu.edu/IT/kb/.
Configuring WFU Email on an Android device

*Configuration settings may vary depending on the Android model.*

1. Go to Settings.
2. Select **Accounts** (depending on your phone type this may be labeled Accounts & Sync).
3. Select Add account.
4. Select **Google** and click **Next**.
5. Click Sign In.
6. Enter your full WFU email address and your password. Then click **Sign In**.
7. Click Finish.

![Android Email Setup Screenshots](image)

Configuring WFU Email on an iOS device

1. Open the **Settings** application on your device's home screen.
2. Open **Mail, Contacts, Calendars**.
3. Press **Add Account**....
4. Select **Google Mail**.
Enter Account Info

1. In the Name field, enter your name.
2. In the Email field, enter your full WFU email address.
3. Enter your WFU password as the Password.
4. The Description can be left or edited. ⇒
5. Tap Next at the top of your screen. Green checks will appear once the account information is verified.
6. Press Next at the top of your screen again.

Enable Mail and Calendar

1. Select the Google services (Mail, Calendar, Contacts, and Notes) you want to sync. To receive and respond to meeting requests on your device, both Mail and Calendar need to be turned on, and New Invitations needs to be enabled in your Google Calendar settings.

2. You've set up Google Sync! Synchronization will begin automatically if you have Push enabled on your device. You can also open the Mail, Calendar, Contacts, or Notes app and wait a few seconds to start a sync.

Additional IT Services

Class Recording Policy & Request Process

Class recording equipment is available in each standard classroom in Farrell Hall and the WFUCC.

Request Process for Recording Class

WFUSB students (Charlotte & Winston-Salem) may initiate class recording requests using an online form on the Intranet.

1. Student completes online form: https://my.business.wfu.edu/recordclass
   Note: This link is also posted on the main Intranet page for convenience.
   - Sends a recording scheduling request to the Help Desk.
     Note: The Help Desk will schedule the recording in case approval is given. If a recording is denied, the recording will be deleted.
   - Sends an approval request to the professor with link to approval form.
2. Professor uses online form to approve/deny request.
   - The Help Desk is notified regarding approval status.
   - The student is notified regarding approval status.
3. If approved, student is sent a link to watch the online recording. If denied, the recording will be deleted.
Classroom and Audio / Visual Special Requests

It is important to request A/V support for presentations, guest speakers or special events as early as possible. Contact the School of Business Help Desk at (336) 758-4126 or sbhelpdesk@wfu.edu, to request support and/or reserve any special equipment.

Please use the following guidelines as MINIMUM request times:

| Special Equipment or Software | at least 48 hours in advance | Any "special" audio/visual equipment (not normally available in the classrooms) must be requested at least 48 hours in advance.
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<td>• Special software</td>
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<td>• Conference phones</td>
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<tr>
<td>Direct Assistance / Attendance from IT member</td>
<td>at least one week in advance</td>
<td>Notify the School of Business Help Desk at least one week in advance of any event requiring direct assistance/attendance from a School of Business IT Department member.</td>
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<tr>
<td>Off-site or Weekend</td>
<td>at least two weeks in advance</td>
<td>Notify the School of Business Help Desk at least two weeks in advance of any event requiring A/V equipment or support for an off-site or weekend event.</td>
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Equipment Available for Checkout

The School of Business IT Department has the following equipment available for checkout:

- Laptops (available as repair loaners)
- Digital Still Cameras
- Digital Video Cameras
- External Hard Drives
- Various Travel Adapters
- USB Memory Card Reader
- Polycom Teleconference Phones
- Projectors and Screens
- PowerPresenters – (PowerPoint remote control)
- Laptop Accessories
- TurningPoint Audience Response System (use to poll audience during presentation)
- USB Audio Recorder

Faculty, staff and students can request this equipment by contacting the School of Business Help Desk at (336) 758-4126. Laptops and other loaner equipment may be checked out for a maximum of two weeks.

**NOTE:** All loaner equipment is reserved on a first come, first served basis. However, all reservations are subject to cancellation should an official school need arise.
Equipment Return Policy

In general, laptops and other loaner equipment may be checked out for a maximum of two weeks. At times, the demand is higher for some equipment; therefore, the School of Business IT Department may insist on faster returns.

Students are expected to return equipment on or before the date agreed upon at checkout. Students who do not return equipment in a prompt manner or fail to respond will lose access to network resources.

Lost, Damaged or Stolen Equipment

Individuals who borrow equipment are responsible for it during the loan period, and all borrowed equipment must be returned at the agreed time and in good working order. The School of Business IT Department must be informed of any equipment malfunctions as soon as they occur. The School of Business IT Department reserves the right to charge an individual for lost, stolen or broken equipment.