COMPUTING AND INFORMATION TECHNOLOGY DIVISION (C&IT)

Help Desk: 005 Student Center, Gullen Mall
Tel.: 313-577-4357, Email: helpdesk@wayne.edu

Administrative Offices: Computing Services Center, 5925 Woodward Ave.
Tel.: 313-577-4722, Fax: 313-577-5500

Chief Information Officer and Associate Vice President of C&IT: Rob Thompson

https://tech.wayne.edu/

C&IT provides services and resources that support and enhance WSU's learning and research. C&IT's primary goal is to provide technology services that enable our students to be successful. C&IT strives to provide excellent customer service, respond to the changing needs of the university community and make it easy and convenient for everyone to use technology at Wayne State.

Services

Help Desk: The C&IT Help Desk is your main contact for technology support. Their services include first-contact resolution and professional escalation, computer diagnostics and repairs, free and discounted software, and more.

Service Portal and Knowledge Base: The Wayne State Service Portal is an all-in-one and easy-to-use tool that allows you to request support from different campus service providers. Use the portal to view your open tickets, submit a new ticket, view the entire catalog of available university services and search the C&IT Knowledge Base for FAQ and step-by-step instructions for popular IT systems and services.

AccessID: Everyone at Wayne State receives an AccessID, or a unique identifier made up of two letters and four numbers, e.g. zz0000. Your AccessID and password are your account credentials for most Wayne State websites and online tools, including Academica, Canvas, email and more.

Your AccessID can be found on your OneCard and a temporary password is assigned via email during the admissions application process. If you forget your password, call the Help Desk to verify your identity and reset it.

Academica is Wayne State's user portal, providing single sign-on access to a wide variety of services and tools, including email, course registration, financial aid, grades, Canvas and more. The tool also includes a newsfeed that can be used to interact with your fellow students and your favorite university groups.

Canvas is Wayne State's online learning management system and the website where you can contact your instructors and access virtual class resources like assignments, discussion boards, quizzes and more. Use the Canvas Student mobile app to access your classes on the go.

Wayne State email and Office 365: Wayne State email is powered by Outlook and includes access to a free and full copy of Microsoft Office 365. Students registered for the current semester can download desktop apps like Word, Excel, PowerPoint and more for no cost.

Wayne State Alerts (emergency messaging): All university members automatically receive emergency messaging via their Wayne State email and can opt in to receive text messages, including severe weather, closures and other campus updates. You can also sign up for non-emergency messages from your favorite schools, colleges and departments.

Information Security: Wayne State's Information Security Office (ISO) works hard to protect the confidentiality, integrity and availability of information on university computer systems, but they need your help. Security is a shared responsibility, and the most important action you can take is reporting phishing emails.

Be on the lookout for emails that come from obviously compromised or spoofed accounts, request personal information, use pressure or urgency to intimidate you, offer jobs that are too good to be true, link to websites that do not have a wayne.edu URL, or include obvious errors. Use the reporting tool in Outlook to notify both Microsoft and Wayne State ISO.

Never share your password or multifactor authentication number with anyone, and never input a MFA number that you did not request. Wayne State will never ask you to verify your account via text or email. Always report suspicious activities.

Internet and Wi-Fi: Wayne State offers high-speed wired and wireless internet access in buildings across campus, including residence halls.

Students should always connect to campus Wi-Fi via the network called WSU-SECURE. This secure network encrypts your data and requires your AccessID and password to connect. WSU-SECURE is compatible with most modern phones, tablets and computers, including devices running Windows, macOS, iOS and Android.

Computer Labs: The Library System provides both open and restricted access to computer areas for the entire campus community, with a variety of applications in support of student learning. Open computing areas in Neef, Purdy, Shiffman and UGL are accessible with an AccessID and password. Some schools and colleges provide their own labs with hardware and software specific to program needs.

Laptop Rentals: Laptops are available for students to check out for free for up to five hours from laptop lockers in the STEM Innovation Center and the Undergraduate Library.

Free and Discounted Software: All students have access to free and discounted software for academic or personal use via the C&IT Help Desk Software Webstore.

WarriorGPT is a standalone generative AI chatbot tool designed specifically for use at Wayne State and to mitigate the challenges posed by using institutional data with external platforms. It works just like ChatGPT and other chatbots, and WSU users are encouraged to use it instead of such tools because they may store and train off of user-inputted information.

Research Technology: All researchers have access to technology that assists with creating, managing and analyzing data. Services include the Google Cloud Platform (GCP), high performance computing, data storage and management, server support and administrative support. The research support team collaborates with researchers on solution development, training, grant support and new tool development.

Wayne State's membership in the Internet2 advanced networking consortium offers researchers countless opportunities for participation and collaboration. The Internet2 Network addresses researchers' bandwidth-intensive requirements, such as collaborative applications, distributed research experiments and grid-based data analysis.

Wayne State Mobile App: The Wayne State mobile app is an easy way to access university information like email, calendar, parking availability, class schedules, campus maps, OneCard balances and more. Download it for free on Google Play or the App Store.