Essential
Technology
Guide

FOR CASE WESTERN RESERVE UNIVERSITY

UNIVERSITY TECHNOLOGY

CASE WESTERN RESERVE
UNIVERSITY

Contents

Technology Help

What is [U]Tech?
University Technology, [U]Tech, offers many ways to get the technology help you need—right when you need it.

help.case.edu
Browse for do-it-yourself training resources. Click **"Live Chat"** to instant message with a [U]Tech technician 24/7/365. View self-help videos at **case.edu/utech/help/self-help-videos**.

[U]Tech Service Desk
Call **216.368.HELP (4357)** or email **help@case.edu** for immediate technical assistance any time—day or night.

[U]Tech C.A.R.E. Center
Located in the lower level of the Kelvin Smith Library (KSL), the Customer Assistance Resources and Education (C.A.R.E.) Center is staffed by technicians who can answer your questions and service your devices—**no appointment needed and at no additional cost**. For current hours of operation, visit **case.edu/utech/help/utech-care-center**.

Technology Account

Your CWRU Network ID (e.g., abc123) and passphrase give you access to university resources such as email, library holdings, paychecks and grades.

Get Activated

To activate your Network ID, visit **help.case.edu**, select **"Quick Links,"** then click **"Activate CWRU Network ID."** Once you create your passphrase, the system will display your Network ID and email address.

Know the Rules

You agree to abide by the Acceptable Use Policy (AUP) each time you log into a CWRU resource. Review this and all policies at **case.edu/utech/policies**.

Passphrase Changes

You are required to change your CWRU passphrase regularly. Email reminders will arrive prior to its expiration date and will direct you to the [U]Tech Service Desk website. From **help.case.edu**, select **"Quick Links,"** then click **"Change Passphrase"** to complete the change. **NO** legitimate [U]Tech correspondence will include a link taking you directly to the "Change Passphrase" page.

Email + Google Services

Email, schedule and collaborate with others using CWRU's G Suite for Education™.

Email

Your CWRU email address is **firstname.lastname@case.edu**. If you share a name with someone on campus, your email address will contain a middle initial and/or a number. Email may also be sent and received from your **NetworkID@case.edu** (e.g., abc123@case.edu) address.

Check your email at **webmail.case.edu** or use your favorite email program or app.

Have a question or issue with email? Review the email FAQ at **case.edu/utech/google/cwru-gmail/faq**.

Google Workspace for Education™

This suite of online tools and services include Gmail, Calendar, Drive and Groups—just to name a few. You have unlimited space for storing email and files. To explore the whole Suite, visit **webmail.case.edu** and click on the grid icon in the top right corner.

Network + Internet + Wireless

Regardless of the device you are using, [U]Tech has a network to support you.

Wireless Network
Sign into the wireless network named "**CaseWireless**" for a fast and secure connection anywhere on campus. Visit **wireless-setup.case.edu** to configure your device for CaseWireless automatically.

Wired Network
The high-speed, wired network allows you to upload, download and browse seamlessly. One-time registration of laptop and desktop computers must be completed at **setup.case.edu** before you can take advantage of the wired network. To register gaming consoles, Blu-ray players and more, visit **help.case.edu**, select "**Quick Links**," then click "**Student Device Self-Registration**."

Off-Campus Virtual Private Network (VPN)
Use the VPN when connected to a public network, such as a coffeehouse's Wi-Fi, to secure and encrypt your communications. VPN is required when accessing certain university resources, such as library resources and databases from off-campus locations. Visit **vpnsetup.case.edu** to download the software.

Duo Security: Two-Factor Authentication
Two-factor authentication is incorporated into many of the university's systems. It offers an additional security measure to verify your identity in addition to your Network ID and passphrase. Visit **securityaware.case.edu** to enroll.

Equipment + Software

CWRU partners with premier providers to offer technology at reduced pricing or at no additional cost.

Software

More than 55 software titles are available to download—either at no additional cost or reduced cost. Visit **softwarecenter.case.edu** for available programs.

MyApps

MyApps is a virtual desktop and application web portal that provides you access to run all of the software licensed to you based on your program of study, course enrollment or role at the university without the need to install it on your personal computer. You may open and save files on your personal device storage, USB drives, Box account and network drives. Visit **case.edu/utech/myapps** for more information about this service.

Equipment

Looking for a new computer, smartphone or tablet?
Visit **case.edu/utech/estore** to view deals from popular companies such as Apple®, Dell™, AT&T™, Sprint® and Verizon™.

Zoom Video Conferencing

Zoom is the next generation of online video conferencing available at CWRU. Experience cloud video conferencing, online meetings, group messaging and a virtual conference room solution in one. It works on an easy-to-use platform across Windows, Mac, Linux, Chrome OS, iOS, Android, Blackberry, Zoom Rooms and H.323/SIP room systems. Visit **case.edu/utech/zoom** to get started today.

Education + Research

Use technology to push teaching, learning and research beyond the possible.

Canvas
Canvas is the primary Learning Management System instructors use to host course content online. Explore the tools and resources available to assist with assessment, collaboration and communication by logging into Canvas at **canvas.case.edu**. Larger courses may be video recorded through Echo360, which is accessible through Canvas. Visit **case.edu/utech/canvas** for more information.

Technology Enhanced Classrooms (TECs)
TECs enable instructors, as well as students, to gain access to tools and resources available beyond the four walls of the traditional classroom. Outfitted with top-of-the-line audio-visual and multimedia equipment, they are located in more than 200 spaces across campus. Learn more at **case.edu/utech/tec**.

Active Learning Spaces
Active Learning Spaces use modern arrangements and technology to promote an educational shift toward active learning, collaboration, information access, assessment and instruction. Learn about this and more initiatives at **case.edu/utech/tlt/initiatives**.

Research Computing
[U]Tech supports high-performance computing for research at CWRU. Services include data visualization, graphics processing, data storage, a high-speed network and funding-agency application consultation. Visit **case.edu/utech/research-computing** to explore all available research services.

Grades + Paychecks

At CWRU your student and employee-related data is just a click away.

Student Information System (SIS)
Students use SIS to register for classes, view grades, access billing information, plan future semesters and check progress toward fulfilling degree requirements. Faculty members use SIS to view their class rosters and information about their advisees, as well as grant students access to restricted classes. Visit **case.edu/sis** to access curriculum information, course schedules and student records.

Human Capital Management (HCM)
HCM is the online human resources system at CWRU. University and student employees visit **case.edu/hcm** to view paychecks, manage direct deposit information and indicate hours worked, as well as time off.

Information Security

Protect yourself and the university by following simple guidelines and best practices for information security. Remember, your passphrase protects your grades and/or financial information—not just your email.

Email Scams

Cybercriminals use "phishing" scams in the guise of official communications, urgent gift card requests, faked invoices, too-good-to-be-true job opportunities and the like to smuggle malicious software ("malware") onto your device or convince you to give out your personal information.

Never click on a link in a suspicious email. Report messages indicating that your email account reached its "Quota" or there is a need to "Update" or "Verify" your account by forwarding them to **help@case.edu**. This will help the [U]Tech staff to stop the spread across campus.

Learn more about these scams at **security.case.edu**.

Software for Security

Visit **softwarecenter.case.edu** to download a premier antivirus protection program at no additional cost from the Software Center.

Ensure all of your devices (tablets, phones, laptops, desktops) are secure with operating system updates, as well as program and app updates. Use a strong passphrase or PIN to lock your devices and keep them private. For more security recommendations, visit **security.case.edu**.

Now What?

As the title implies, this guide covers only the essential technology resources at CWRU. However, there is even more to explore. Visit **case.edu/utech/new** for an up-to-date list of technology services, as well as more information about the resources outlined in this guide.

Additional Services
These services are not managed by [U]Tech, but are important resources. We encourage you to learn more about them.

Wēpa - Cloud based printing network for students.
Visit **my.case.edu/my/services/wepa** for more information.

Rave Alert - A text, email and voice messaging alert system that is used in the event of imminent danger, serious threats to the campus community or campus closings due to severe weather. The university uses Rave alerts only when an emergency affects a large portion of campus.
For more information, visit
case.edu/publicsafety/emergency-preparedness/rave-alerts.

Quick Guide

Technology Help - help@case.edu, help.case.edu, 216.368.HELP (4357), C.A.R.E. Center - Kelvin Smith Library - Lower Level

Email - webmail.case.edu

Wireless Network Setup - wireless-setup.case.edu

Wired Network Setup - setup.case.edu

Virtual Private Network (VPN) - vpnsetup.case.edu

Duo Two-Factor Authentication - security.case.edu

Equipment - case.edu/utech/estore

Software - softwarecenter.case.edu

Zoom - case.edu/utech/zoom

MyApps - myapps.case.edu

Canvas - canvas.case.edu

Research Computing - case.edu/utech/research-computing

Student Information System (SIS) - case.edu/sis

Human Capital Management (HCM) - case.edu/hcm

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