

Essential Technology Guide

FOR CASE WESTERN RESERVE UNIVERSITY



CASE WESTERN RESERVE
UNIVERSITY
University Technology

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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. **Live Chat** to instant message with a [U]Tech technician **24/7/365**.

[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—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, under “Quick Links” 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 can change your CWRU passphrase at any time by visiting help.case.edu, and under “Quick Links” clicking “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 Google Workspace.

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 messages 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

This suite of online tools and services include Gmail, Calendar, Drive and Groups—just to name a few. You have 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.

Google Workspace



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 case.edu/utech/casewireless to learn more about how to configure your device for CaseWireless.

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, under “**Quick Links**” 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 security.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 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, and Zoom Rooms. 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/mediavision/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 **case.edu/utech/antivirus** for antivirus options.

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. For more information visit my.case.edu/my/services/wepa.

CWRU Alerts - Often sent via text messages, CWRU Alerts are issued when it is determined the campus community needs to take immediate action to remain safe. For more information visit case.edu/publicsafety/crime/cwru-alerts.

Spartan Safe App - A free smartphone application that offers easy access to critical resources that you need the most. Learn more at case.edu/publicsafety/services/spartan-safe-app.

Safe Ride - Safe Ride transports students, faculty and staff around campus and parts of University Circle after-hours. Learn more at case.edu/publicsafety/services/safe-ride.



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 - case.edu/utech/casewireless

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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