

INFORMATION TECHNOLOGY SERVICES (ITS)

Current students (login required): <https://go.uwplatt.edu/its> (<https://go.uwplatt.edu/its/>)

Prospective students/applicants: <https://go.uwplatt.edu/helpdesk> (<https://go.uwplatt.edu/helpdesk/>)

Information Technology Services provides for the communication, academic, adaptive, and computing technology needs of the university community. Eager to assist students in the use of computing technology, ITS strongly encourages each student to make use of the excellent resources available on each of our campuses and online. ITS provides computer technology support on all campuses. ITS manages and maintains the Pioneer Administrative Software System (PASS). It is our goal that you will find your experiences working with or for ITS both educational and rewarding, now and in the future.

HELP DESK

The ITS Help Desk is the first point of contact for faculty, staff, and students with campus technology problems and questions on all campuses. The main office is located on the first floor of Karrmann Library on the Platteville campus with on-site support provided at the branch campus as well. The Help Desk provides support to students in the residence halls on the Platteville campus via ResNet (<https://go.uwplatt.edu/resnet-services> (<https://go.uwplatt.edu/resnet-services/>)). Contact the ITS Help Desk at 608.342.1400 or helpdesk@uwplatt.edu or stop by during regular business hours. Current students may use our Tech Support portal (<https://uwplatt.teamdynamix.com/TDClient/111/Portal/Home/>), which is linked from the question mark on Pioneer Portal. Prospective students and applicants will find our information at <https://go.uwplatt.edu/helpdesk> (<https://go.uwplatt.edu/helpdesk/>). Everyone is invited to follow us on Facebook at <https://www.facebook.com/UWPlattevilleITSHelpDesk> (<https://www.facebook.com/UWPlattevilleITSHelpDesk/>).

EQUIPMENT CHECKOUT

The ITS Help Desk in Karrmann Library loans laptops, cameras, video projectors, and a variety of audio recorders to students on the Platteville campus for a limited time. Baraboo Sauk County also has a limited number of laptops available for checkout.

GENERAL COMPUTER ACCESS LABS (GCA)

On the Platteville campus, GCA labs in the Markee Pioneer Student Center and Karrmann Library are available to all students from early morning to late night during the school term. These labs make available both PC and Macintosh systems, a variety of academic and productive software, and laser printers. Baraboo Sauk County maintains general access spaces in the Administrative Building, including A216 computer lab.

WIRELESS NETWORK

ITS manages the wireless network for each campus, providing access for wireless-enabled devices. On the Platteville campus, all of the academic buildings and residence halls have wireless access capabilities with exterior coverage in some areas. At the Baraboo Sauk County campus, ITS manages the wireless network for the academic buildings only; residence hall wireless is managed privately.

CAMPUS WIRING INFRASTRUCTURE

On the Platteville campus, every residence hall room and every classroom building have the wiring necessary for complete network and Internet access. The ITS Help Desk provides support for residence hall network access. At the Baraboo Sauk County campus, ITS manages the wiring for the academic buildings only; residence hall wiring is managed privately.

ACCESS

Each student receives a unique NetID and password that provides access to UW- Platteville email, computer network, and many campus resources. Students on campus may access the Internet in any lab, via wireless on a mobile device, or through a wired connection in the residence hall rooms. UW-Platteville requires two-factor authentication for an extra layer of protection.

COLLABORATION TOOLS

UW-Platteville provides secure collaboration tools to enable students to connect and engage online with their peers and faculty/staff as well as University systems. This collaboration extends the reach of a physical classroom setting to allow the flexibility to connect from wherever students have internet access.

CYBERSECURITY AWARENESS

UW-Platteville strives to prepare students with the tools and habits to benefit them in the interconnected cyber world. ITS contributes to this learning opportunity by providing cybersecurity awareness information in various forms, including but not limited to newsletters, knowledge base articles, phishing awareness and alerts, and interactive student-focused sessions.

STUDENT EMPLOYMENT

Students play an important role in the operation of this service unit. ITS hires about 20 students each academic year. We offer great opportunities for our student workers to get involved and engaged on campus. We work closely with our employees to create a work schedule that is flexible and accommodating. With the wide variety of services that our department offers, no two shifts are ever the same!