

UWGB Information Technology STAFF Guide



Connect to Wi-Fi

Eduroam: All staff can connect devices to eduroam, the secure campus wireless network. To connect, enter your UWGB email address and password.

UWGB Guest: Available campus-wide for guests only. Guests should connect to UWGB Guest using their email address.



IT Knowledge Base

We keep up-to-date information and how-to articles on our Knowledge Base. This is available 24/7 for troubleshooting or to learn more about common issues at <https://uknowit.uwgb.edu/>



**_ Secure Your Account

Reset your UWGB password every 180 days.

Reset your password on any UWGB laptop or desktop by following these instructions: <https://uknowit.uwgb.edu/22632>.

DUO is the required multi-factor authentication (MFA) method to access your UWGB accounts.

Report Phishing emails to abuse@uwgb.edu.



Purchasing Equipment

All technology purchases must be made through GBIT through approved vendors.

For more information on what types of devices are available or how to order, visit: <https://www.uwgb.edu/it/technology-purchasing/> Please note that all requests must come from an ADA of the department, or someone with budget authority.



Information Technology

Need Help?

Contact the GBIT Service Desk, IS 1150

Your Single Point of Contact

Phone: (920) 465-2309

Email: gbit@uwgb.edu

Self-Service: <https://uwsaitsm-amc.ivantcloud.com/Modules/SelfService/>

Mondays-Thursdays 7:45am-6:30pm

Fridays 7:45am-4:30pm



Office 365

<https://www.office.com/>

Click on Sign in to access the web version of **Microsoft Office 365** (aka Office 2019) for your email and document processing needs.



Each department has one or more printers/copiers.

Learn more at

<https://uknowit.uwgb.edu/78473>

and

<https://uknowit.uwgb.edu/22590>.

For scanning, contact your department ADA for access.



Faculty and Staff Resources

Have any more questions that aren't covered here? Need a link to something? Our Faculty and Staff Resources page can get you there.

<https://www.uwgb.edu/it/faculty-staff-resources/>