

[U]TECH

UNIVERSITY TECHNOLOGY

Essential Technology Overview

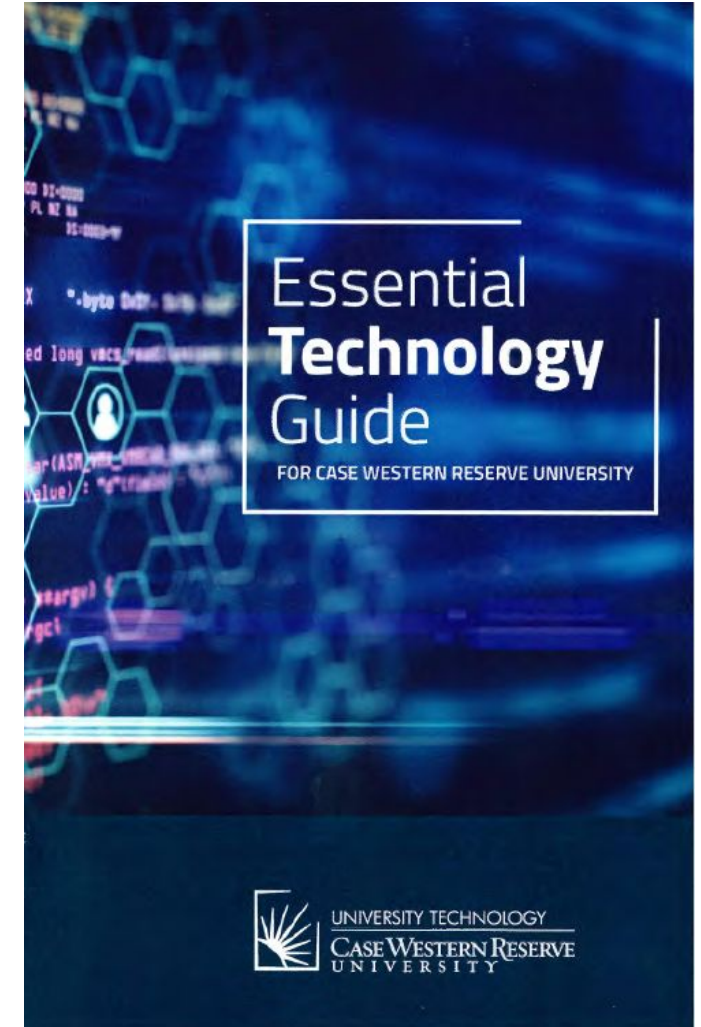
SOM Faculty Toolkit - August 2023



CASE WESTERN RESERVE
UNIVERSITY
University Technology

Essential Technology Guide

- Find answers to commonly asked technology questions at CWRU
 - Connecting to the network
 - Downloading software
 - Getting technology support
- Visit case.edu/utech/new to download the brochure



About University Technology

- Provide university-wide technology services
- Protect the technology environment
- Provide unlimited technology support



Technology Support

Get the technology help you need,
anytime you need it

Online: help.case.edu including live chat

Phone: 216.368.HELP (4357)

Email: help@case.edu

Walk-In: Kelvin Smith Library, Lower Level
Check website for current hours

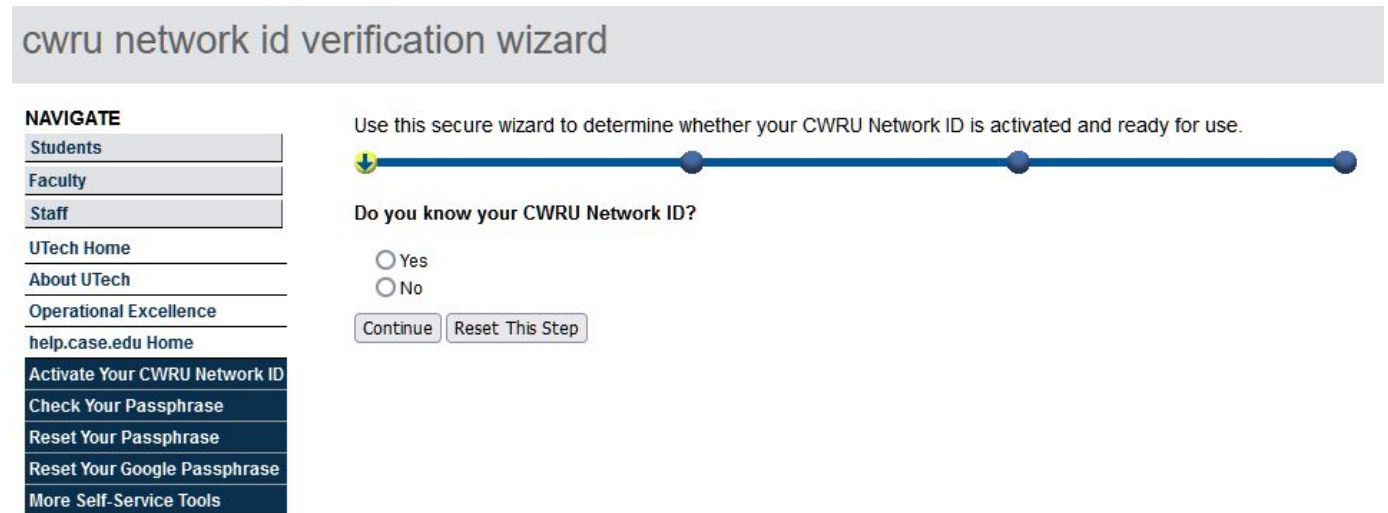


Your CWRU Technology Account

Network ID (username)

- Issued by the university using your initials and random numbers (abc123)
- If you do not know your Network ID, use the Activation Wizard at

its-services.case.edu/my-case-id/entity/activate/



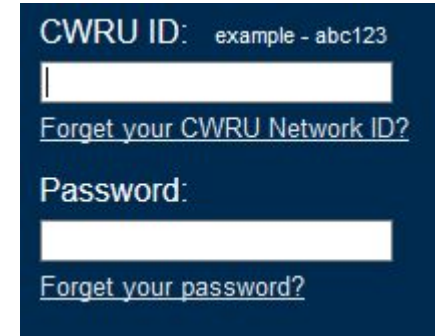
The screenshot shows the 'cwrु network id verification wizard' interface. On the left is a 'NAVIGATE' menu with links for Students, Faculty, Staff, UTech Home, About UTech, Operational Excellence, help.case.edu Home, and a highlighted section for 'Activate Your CWRU Network ID' which includes sub-links for 'Check Your Passphrase', 'Reset Your Passphrase', 'Reset Your Google Passphrase', and 'More Self-Service Tools'. The main content area features a progress bar with four steps, the first of which is active. Below the progress bar is the question 'Do you know your CWRU Network ID?' with radio button options for 'Yes' and 'No'. At the bottom of the form are 'Continue' and 'Reset This Step' buttons.



Your CWRU Technology Account

Password/Passphrase

- Create your password/passphrase when you activate your Network ID
- Keep it private and complex
- May be changed at anytime
- Do not share it with anyone; it guards your personal information
- Consider using a password manager; find reviews from reliable sources such as CNET, PC Magazine and PC World



CWRU ID: example - abc123

[Forget your CWRU Network ID?](#)

Password:

[Forget your password?](#)



Send and Receive Email

Email address

- `firstname.lastname@case.edu`
- `NetworkID@case.edu`
- alternate and additional addresses available



Checking email

- Official communication medium
- webmail.case.edu, or use your favorite email program or app



Google Workspace



Drive

Store, share
+ edit files
online



Calendar

Schedule
meetings,
rooms + tasks



Groups

Mailing lists
+ online
forums



Connecting to the Network

Wireless (Wi-Fi)

- Choose **CaseWireless**
- Log in using your Network ID and passphrase
- Troubleshoot issues through case.edu/utech/casewireless



Protect Your Account

- DUO Security: Two factor authentication (2FA) service
 - Enables protection beyond passphrases
 - Offers greater protection of your digital identity
 - Verifies your identity even if someone knows your passphrase
- Integrated with many university services
- Enroll by visiting security.case.edu



Protect Your Account

- Virtual Private Network (VPN)
 - Protected communication protocol
 - Enables CWRU users secure wireless and off campus connections
- Required for off-campus network access to CWRU resources.
 - Research databases
 - Library journals
- Visit vpnsetup.case.edu

A screenshot of a VPN connection interface. At the top, there is a blue icon depicting a globe with a laptop in front of it, and a padlock icon above the globe, all enclosed in a dotted circular line. Below the icon, there are three input fields: 'VPN Name' with a dropdown menu showing 'CWRU', 'Username' with an empty text box, and 'Password' with an empty text box. At the bottom right, there is a blue button labeled 'Connect'.

Protect Your Account

- Use our resources responsibly
 - Read the Acceptable Use Policies online at case.edu/utech/policies
- Never share restricted information via Google Drive, voicemail or email; not HIPAA or FERPA compliant. Use Box
- Install latest updates for your operating system, as well as applications and antivirus software
- Have an alternate web browser installed (ex., Chrome, Firefox, Edge)
- Backup your personal computer regularly (ex., Google Drive, flash drive, external hard drive)



Research Technologies

Technology for furthering research endeavors

The mission of UTech Research Computing is to facilitate cost-effective access to IT resources for the research community.

- High performance computing
- Data storage
- Research databases
- Data visualization
- Pre-award consultation

Visit case.edu/utech/research-computing



Box

Use Box For Restricted Information

- Store data securely up to 1 TB
- Share folders and files
- Edit content
- Collaborate with others

Restricted data in Box should only be accessed through the web interface

Learn more at case.edu/utech/box

Login at cwru.box.com



CWRU Software Center

More than 30 programs to download at no cost

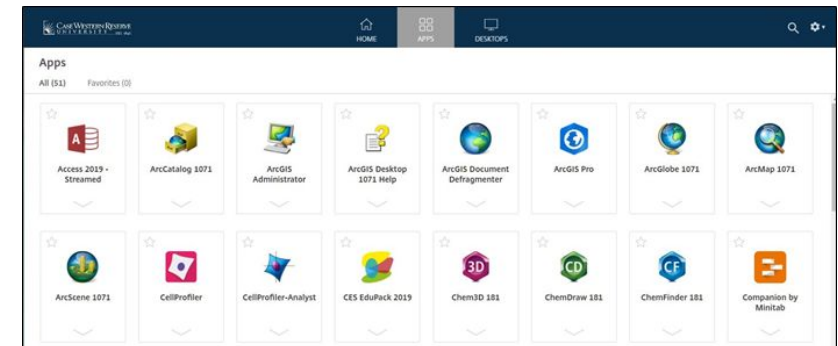
- Visit softwarecenter.case.edu
- From Microsoft Office to Adobe Acrobat, download what you need at no additional cost
- Purchase premium software as needed
 - Adobe Creative Cloud: \$120 per year, paid via Sp
 - Type, renews June 30, 2024



MyApps

Virtual Desktop and Application Portal

- Allows access to run software based on your program of study or role at the university
- Not necessary to download software to your device
- Store files on your personal storage or cloud account, such as Google Drive
- Requires the installation of Citrix Workspace
- Visit myapps.case.edu



Conferencing + Phones

Zoom Video Conferencing

- Video conferencing, streaming and recording
- Up to 300 attendees
- Unlimited minutes
- Visit case.edu/utech/zoom for more information
- Visit case.edu/zoom to and select “Sign in” to become a Zoom authenticated user



AV, Video & Event Support

MediaVision

- Arranges traditional audio visual, video and event support services
- Supports classrooms and meeting rooms as well as large scale events such as the University Commencement ceremonies
- Provides a wide array of equipment, personnel and technical services

Visit case.edu/utech/mediavision



CWRU eStore

Equipment and service discounts for employees

- Visit case.edu/utech/estore
- Dell and Apple products
- Verizon and AT&T mobile services



Learning New Skills

Unlimited technology training through LinkedIn Learning

- Video-based online learning for thousands of topics
 - Professional development such as time management, presentation skills, social media marketing
 - Software + programming education such as Microsoft Word, Adobe Photoshop, Javascript Essentials
 - Creative skills such as photography, logo design, music composition
- Visit case.edu/utech/linkedin-learning



Next Steps

Download Booklet

- Visit case.edu/utech/new to download the UTech booklet for information on all of our services

Need Help? Get 24x7x365 technical support

- Visit » help.case.edu
- Phone » 216.368.HELP (4357)
- Email » help@case.edu

