Information Technology Services

Cardinal Online http://cardinal.wju.edu

Cardinal Online is the campus portal for online information. Links to email and other important systems are found here, as well as announcements, news, and campus events. It is recommended to make Cardinal Online the homepage for your Internet browser.

Student LoginID

Your Student LoginID is used for Email, Academus, and Blackboard. Your LoginID is your first initial, followed by your complete last name, followed by the last three numbers of your StudentID Number. (i.e. jsmith123) Your default passwords are noted below; you may have already changed them if you started using your accounts.

Email: Cardinal Mail

Your email address is your Student LoginID followed by @cardinal.wju.edu. (i.e. jsmith123@cardinal.wju.edu) Use your Student LoginID to login to the Cardinal Mail system from Cardinal Online.

Your initial Email password is 8 characters long: 4 zeroes followed by the last 4 of your SSN. (i.e. 00009876)

To reset your password, contact ITS at 304-243-4357.

Academus

Use your Student LoginID to login to Academus from Cardinal Online.
Your initial Academus password is 4 characters long: the last 4 of your SSN. (i.e. 9876)

To reset your password, click on the “What’s my password?” link in the lower right-hand corner of screen.

Blackboard

Use your Student LoginID to login to Blackboard from Cardinal Online.
Your initial Blackboard password is 4 characters long: the last 4 of your SSN. (i.e. 9876)

To reset your password, click on the “Forgot your password?” link on the login screen.

WiFi

WiFi is available in academic, administrative, and recreation areas around campus. All buildings except residence halls have near complete coverage for WiFi. Residence Halls have WiFi coverage in the 24-hour computer labs and main lounges. Look for the WiFi network called “WJUWiFi”.

Internet

The Internet service in your residence is provided by Comcast. There is a Comcast modem available in the room for both residents to share. It supports up to 4 connected devices via Ethernet cables, so bring a couple cables with you. If you prefer to have wireless in your room, you will need to bring your own wireless router of which setup and maintenance is your responsibility. If there are problems with the Comcast services, please contact Comcast at 1-800-638-2855. (Directions attached). Comcast’s call center is available 24/7. They will ask for an ID number located on the back or bottom of the modem or TV converter.
Helpdesk

For basic network connection issues or problems using any of your accounts on WJU systems, please contact the ITS Helpdesk at 304-243-4357. If you have network access, you can also submit your request online at http://helpdesk.wju.edu. ITS Office Hours are Monday through Thursday: 8:30am-6:30pm and Friday: 8:30am-5:00pm.

Support for Personal Computers

ITS will not perform repairs or upgrades on personally-owned computers. Our help is restricted to connecting your personal computer to Wheeling Jesuit University's network.

Computer Labs/Classrooms

Most of the computer labs are open seven days a week and are located in the Acker Science Center and all residence halls. Students use ITS labs to complete computer related assignments, check email, and to access the Internet. Some classes meet regularly in ITS instruction labs for computer-assisted learning and many classes use our multimedia classrooms.

Policies & Procedures

Members of the College community are expected to abide by the College's information technology policies at all times. These policies can be found at http://www.wju.edu/its/policies/default.asp.
Cardinal Mail

Cardinal Mail is hosted by Google, so if you are familiar with Gmail, the Cardinal Google Apps system will make you feel right at home. If you are new to Google Apps, don’t worry. The system is very simple in its design, but very robust in its features.

The link to Cardinal Mail is found on the Cardinal Online web site: http://cardinal.wju.edu. When you login for the first time to Cardinal Mail, there will be an account activation screen that you will need to complete. It only takes a moment and only happens the first time.

**Mail Screen**

The top-right corner of the mail screen has links that allow you to switch between the Mail, Calendar, Documents, Contacts, and Tasks apps.

The left menu lists your Labels, or Folders, that you can use to sort/organize your mail.

Near the top-right corner is a link to Settings. Here you can

change your password

create a signature for every email

manage your Labels for organizing your mail

create Filters to automatically perform actions on certain messages

enable Labs to add additional functionality to the Google Apps interface

**Sync to your Smart Device**

Google Apps supports automatic sync to many of the latest smart phone, tablets, and web-enabled devices. This can let you get your email and calendar on your iPhone, iPad, Blackberry, or Android device.

Just go to www.google.com and search for “Sync Google Apps to my ……”; inserting your device name in the search box.
Call Matrix

New bulk service number **855.638.2855**

*Prior to calling it is best to have the serial number of the DTA/DCT or Modem to help the Customer Service Representative (CSR) easily locate your account. If you do not have serial number or it is missing, please have the exact address you are calling from, i.e. Street address (316 Washington Ave), Dorm name and room number.

Any Bulk service customers/management or administrators with TV or internet service problems, upgrades, equipment problems, missing equipment or other can and should please call the bulk service hotline at **855.638.2855**.

After dialing the number, you will get an intro "Welcome to Comcast, home of Xfinity" [both English and Spanish] a verification process will take place and it will try to read the phone number you are calling from.

**Press #2**

"If you are a current Customer, please enter a 10 digit phone number", (Please use **412** as the area code from where you are calling from. Then use **#555.1212**).

**Press #1** to confirm phone number.

You are calling about an existing account, **press #1**
They will need something else to verify service [since no account # or phone number], Press the [STAR KEY*]

Enter 5 digit local zip-code [where service is located).

(Wheeling - 26003)

Then you will be asked why you are calling, please press the appropriate number:

- **Trouble with service #1**
- Calling about balance or billing #2
- To change or add service #3
- If you are moving your service #4
- Questions about appointment #5

Next you will be asked if

- **Trouble with Cable TV? - Press #1.**
- **If trouble with Internet?, press #2**

At this point you are being directed to an ACR but the IVR will ask if you want to participate in a survey that will be a call back in 30 minutes. This is not the wait time on the call! If you want to participate in the survey press #1, if not press #2. [If you press #1, you will be called back to take the survey]

A hold time is then given or you will be picked up immediately by an ACR-"live person". Process is normally less than 5 minutes.

Calling on holidays, day after holidays, severe storm days or Monday mornings- hold time will be longer.
Wireless modems are permitted but set-up and maintenance are the responsibility of the student.