

**Information Technology
Department**

<http://it.rwu.edu>

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Phone: 401-254-6363

Roger Williams
University

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Information
Technology

**GUIDE TO
IT SERVICES
AT RWU**

Contact:

401-254-6363

mediatech@rwu.edu

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Information Technology Department

The Information Technology Department strives to provide access to teaching, learning, research, administrative, and communication technologies through a commitment to excellence in infrastructure, customer support, end user professional development opportunities, and technical leadership in fulfillment of the institutional mission and core values.

HOW TO GET HELP

Where

*First Floor of the Library
Learning Commons*

What

MediaTech Service Desk

When

120 hours/week
Late nights and weekends
*Hours posted on it.rwu.edu
website*

How

*Walk-In or
Call MediaTech:
401-254-6363*

*E-mail:
mediatech@rwu.edu*

*Log a web ticket:
<http://mediatech.rwu.edu>*

TOP 10 THINGS YOU NEED TO KNOW

1. Computing hardware recommendations and discount offers are available at <http://it.rwu.edu>
2. RWU has computer classrooms/labs in over 20 locations campus-wide. See posted hours on lab doors.
3. Printers are available in RWU labs and the Library Learning Commons. Students receive \$15 of free printing per semester!
4. rCloud, the RWU cloud computing initiative, provides all students with access to the applications they need for their coursework 24/7 right from their own computer or even a mobile device! For more information, visit <http://rcloud.rwu.edu>.
5. RWU has deployed widespread wireless network coverage. For help registering your device and connecting to the wireless on campus, contact the MediaTech service desk at 401-254-6363.
6. The RWU cable television system underwent a state of the art upgrade during the summer of 2015. Now all your popular channels are available in high definition and our lineup has expanded to bring you more viewing choices. For more info, visit <http://it.rwu.edu>
7. Free and discounted software, including Office 365 are available to students. More information at <http://it.rwu.edu>
8. As an extension of the MediaTech service desk, RWU offers software and hardware support for student-owned computers and other devices free of charge. For help, bring your device to the MediaTech desk on the first floor of the Library Learning Commons.
9. Student equipment, including laptops, tablets, cameras, and other items, are available for checkout at the MediaTech service desk.
10. Campus news, Registrar and course information are available through the University Portal at <http://my.rwu.edu>