Information Technology Department

http://it.rwu.edu

mediatech@rwu.edu

Phone: 401-254-6363

Roger Williams
University

Roger Williams University | Information Technology

GUIDE TO IT SERVICES AT RWU

Contact:

401-254-6363

mediatech@rwu.edu

http://mediatech.rwu.edu

http:/it.rwu.edu

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 Helpdesk

When
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 15 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 helpdesk 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 information and to check out a remote for your room, visit or contact the MediaTech helpdesk.
7. Free and discounted software, including Office 365 are available to students. More information at http://it.rwu.edu
8. RWU offers software and hardware support for student-owned computers and other devices. For information on this service and to get help, bring your device to the MediaTech desk on the first floor of the Library Learning Commons.
9. Student equipment, including laptops, tablets, and cameras are available for checkout at the MediaTech service desk.
10. Campus news, Registrar and course information are available through the RWU mobile app or through the University Portal at http://my.rwu.edu