IT Service Desk
Webster University’s IT Service Desk is the single point of contact for all technology issues, including those related to email and online courses. Call or email the IT Service Desk:

On-campus, ext. 5995
St. Louis area, 314-968-5995
Toll-free, 866-435-7270
support@webster.edu

Webster Connections
Connections is a web portal that provides access to Webster’s online services. Your Connections ID and password give you access to Webster e-mail (where your account statements will be sent), wireless internet, FTP, and online course services, groups, calendars and announcements. It also provides customizable content in the form of tabs, channels, and news feeds. You will receive an e-mail with instructions to set up your Connections ID.

E-mail
As a student at Webster University, you are provided with a Webster e-mail account. This is where all official communication from Webster University will be sent. There are different ways to access your Webster e-mail. You can access it directly through your Connections page, or you can forward it to an alternate e-mail address, such as a personal e-mail account.

E-mail Forwarding
You may choose to forward your Webster email to another email address that you already use (e.g., gmail, yahoo, hotmail). For more information about forwarding your Webster email, please visit:
http://www.webster.edu/technology/services/email/forwarding.html

Wireless Internet
Wireless Internet access allows you to connect your laptop and other wireless devices to the Webster University network from any location on the Webster Groves main campus and select extended site campuses. Use your Connections ID and password to log in. (Not available in WVA)

Webster Alerts
Webster Alerts is a campus alerts service that keeps you up-to-date on important campus information. Using this service, Webster sends out text messages and/or e-mails containing emergency announcements and weather-related school closing information. We strongly recommend that you sign up for Webster Alerts.
Atomic Learning Technology Training
Webster has partnered with an online training service that offers self-paced tutorials in a wide range of technology topics to students. As a Webster user, you have access to your own personal Atomic Learning profile, where you can keep track of tutorials you want to watch and have previously viewed.

Media Center
The Media Center at Webster University provides various media equipment for check out to those with a current Webster ID. The Media Center is located in Sverdrup 128.

Res Tech
ResTech, Student Technology Services, is a branch of IT that helps resident students keep their computers clean and running smoothly on Webster’s network and provides basic consultation. Appointments are required for any service needed.

IPTV
Webster University offers residents IPTV (Internet Protocol Television). IPTV is a digital television service that provides “cable television” content by means of an Internet connection instead of traditional coaxial cable (or “coax”). You may choose to watch using your computer or a television with a set-top box, available through Residential Life (set-top boxes not available to WVA Students).

Hardware & Software Discounts
As a Webster student, you are eligible to receive discounted prices on select hardware and software products. Microsoft, Dell and Apple are among the companies offering discounts through this special program. Discounted software can be found through the bookstore: http://www.webster.edu/technology/services/technology-discounts/index.html

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Qualtrics Survey Tool
Qualtrics, Webster’s official Web-based survey software, is available to all faculty, staff and students worldwide. The tool supports research, teaching and administration by allowing users to create survey instruments, administer surveys, store data and conduct analysis.

Gartner Technology Research Database
Webster University has contracted with Gartner, Inc. to provide Information Technology research and analysis tools to Webster students through the Connections portal. Gartner is an excellent resource for academic projects and papers.

Webspace/FTP space
Limited server space for web pages and FTP (file transfer protocol) access is provided automatically when you activate your Connections account. Use your Connections username and password to log in.