Office of Information Technology Departments

The Office of Information Technology (OIT) provides technology support and services to the WSSU campus community. For detailed information on any of the services provided please visit the OIT web page. Our services include:

- Application Administration Services

  Provides guidance, development, support, training, monitoring and management of non-banner enterprise software applications

- Client Technology Services

  Provides computing resources and services for conducting university business.

- Enterprise Information Systems

  Provides implementation and support services for the student information system, Banner

- Information Security, Compliance & Services

  Assures the security of the university's operations and information and technology resources

- Network, Communications, & Infrastructure

  Handles telecommunications, infrastructure, network and security, access services, as well as server administration

RAMSupport Service Portal

[RAMSupport](#), powered by TeamDynamix, is the service and project management portal utilized by the Office of Information Technology and the Enrollment Management areas Registrar's Office and Scholarships & Financial Aid. Within RAMSupport, two sub-portals exist:

RAMTech Client Portal
- The [RAMTech](#) portal allows the campus community to request assistance for technology issues or concerns.
- Allow users to search the **RAMTech** knowledge base for article responses to their questions.

Enrollment Management Online Services

Enrollment Management is a resource for all current and former Winston-Salem State University students. A wide range of services is offered to faculty, staff and students relating to academic records, student status, registration, course enrollment and publications.

- Allows faculty and students to submit and expedite academic concerns via a new automated process.

- Allow students to request financial aid assistance electronically.

For more information visit [Enrollment Management Online Services](#).

Client Technology Services

Contact Tech Support:

- Login with your WSSU username and password & submit a ticket at RAMSupport
- Call 336-750-3431

Connect to Campus WiFi:

- University Issued Devices: Log into **RAMSecure** using your WSSU username and password.
- Personal Devices: Log into **Eduroam** using your WSSU username and password. If your computer does not meet the requirements, you can log into the **Guest Network**
- For more information, please visit our OIT web page.

Password Assistance and OIT Security Guidelines:

- **Banner ID** starts with 940 (Banner)
- **RAMID** is the username before the @wssu.edu of your email address (network login, SSO)
- **Ram Access Management Portal (RAMP)** can be used to perform WSSU account unlocks, reset passwords or password changes.
  - Passwords expire and must be changed every 90 days for employees.

OIT Security Guidelines: For information regarding see the OIT Security Guidelines.

Technology Learning Center

The Technology Learning Center provides quality support and training for the faculty, staff, and students of the WSSU community. Through effective integration of technology and innovative teaching strategies, our goal is to develop user awareness and skills to utilize the resources provided by the Office of Information Technology. To view or register for available training visit the [Office of Information Technology calendar](#).

Faculty, Staff & Students have access to the Microsoft 365 cloud suite. A collection of apps that you can use to be productive from almost anywhere via a Google Chrome, Safari, or Firefox browser.

Features:

- 1 Terabyte of storage space.

- Includes the latest release of all Microsoft 365 apps.

- Access to Outlook email account as well as applications such as Teams, OneDrive, Planner & OneNote and more.

- Can be used on up to 5 devices per user.

Faculty, staff, and students have the option to attend training to develop business, technology-related, and creative skills through expert-led course videos via LinkedIn Learning. Log in to access your [WSSU LinkedIn Learning](#) account with your **RAMID** and **Password**.

Features:

- Allows faculty and staff can attend training sessions on their own time for exceptional professional development.

- Update your professional portfolio to highlight new skills to build your professional experience.

Things to Consider

Americans with Disabilities Act (ADA) Compliance

- We are required to adhere to federal guidelines that ensure all digital materials we produce are accessible to those with disabilities. See our [Digital Accessibility web page](#) and [training calendar](#) to find out how to make your products and materials ADA compliant.

RAMCard

- Academic and administrative buildings are unlocked between the normal operating hours of 8:00 a.m. – 5:00 p.m.

- If an employee needs additional access, their director or supervisor must submit a RAMTech ticket via the RAMSupport system for access.

Employee Profiles

- Each WSSU employee has the option to create an official WSSU profile for the [web site directory](#). Employees can follow the steps to request access to and learn how to update their profile the on [Faculty/Staff Profile web page](#).

RAMWare

- [WSSU software distribution website](#), which provides exclusive discounts to faculty, staff and students for various applications.