



Information Technology Services

<http://www.hsc.wvu.edu/its> | 304.293.3631

Mission

WVU Health Sciences Center Information Technology Services provides networking and telecommunication services; telemedicine, teleconferencing, and distance education; web and database support; user training, consultation, and public computing facilities; and Help Desk support to Health Sciences Center students, faculty, and staff in support of the teaching, learning, and research mission of the Robert C. Byrd Health Sciences Center.

Goal

Provide state-of-the-art network infrastructure capable of supporting integrated voice, video, and data applications and provide technology resources to meet the needs of our user community supporting the academic and clinical environments.

Department Contact Information

Support Services

Help Desk (Room 2356 HSS)

- Desktop / peripheral support
- Account problems
- Cisco IP Phone problems
- Smartphones
- Student Laptop Program support

304.293.3631, option 1

HSC_helpdesk@hsc.wvu.edu

Multimedia Classroom Support

- Classroom Support
- A/V Support
- Video Conferencing

304.293.3631, option 2

Room Scheduling (Room G290 HSS)

<http://www.hsc.wvu.edu/its/Forms/SchedulingForms/RoomScheduling.aspx>

304.293.3631, option 6

A/V Scheduling (Room G290 HSS)

<http://www.hsc.wvu.edu/its/Forms/SchedulingForms/MDTVRequest.aspx>

304.293.3631, option 7

Multimedia Production Services

- On/off site video shoots, video editing, graphic design, media duplication.

304.293.3631, option 6

Application / Web Services

Room 2041 HSN

SOLE (Secure OnLine Environment) <https://sole.hsc.wvu.edu> **304.293.3631, option 4**

- Online Portal for HSC Education, Information, and Database / Application Access
- Webcasting

Instructional Design and Course Development **304.293.3631, option 4**

- SOLE and eCampus (WebCT/Blackboard) support

Database design, development, support, hosting **304.293.3631, option 4**

Public / Intranet Website design, development, support, CMS, hosting **304.293.3631, option 4**

Software Consultation and Training **304.293.3631, option 5**

- Public Computing Facilities
- Software Consultation and Training
 - SOLE
 - Instructional Design
 - MS Exchange
 - Cisco IP Phone
 - MS Sharepoint
 - Productivity Software

Network and Voice Services

Infrastructure: Network & Telecommunications Support **304.293.3631, option 3**

MDTV (Mountaineer Doctor TeleVision)

Room G290

MDTV Services **304.293.3631, option 6**

- Telemedicine
- Continuing Medical Education
- Video Conferencing
 - Distance Learning
 - Administrative Events

Quality Assurance

Room 1000 HSN

Quality Assurance **304.293.3631, option 3**

- Quality Improvement

Other Resources

Departmental Computer Support Contacts

<http://www.hsc.wvu.edu/its/HelpDesk/CSC.aspx>

Departmental Telephone Support Contacts

<http://www.hsc.wvu.edu/its/NetworkTelecom/TelephoneSup/TelephoneSupportContacts.aspx>

Clinical Information Systems

304.598.4357

- Merlin
- WVUH Phone System

Office of Information Technology

304.293.4444

- MIX (Mountaineer Information Xpress)
<http://mixinfo.wvu.edu> | <https://mix.wvu.edu>
 - Students use MIX for e-mail, check grades, register for classes, pay tuition and fees, keep up with student organizations, and find out what's happening on campus.
- STAR / BANNER

304.293.4444

Dialing Ruby, Charleston-Division, Eastern-Division

Dialing Ruby Extensions from the HSC

HSC phone users on the Morgantown Campus can call a Ruby phone extension by dialing *17 + 4 digit extension.

To call a Ruby phone extension from outside the HSC

For extensions that begin with 4 or 6 (e.g., 304.598.4xxx or 304.598.6xxx) can be dialed direct as these are considered external numbers.

Internal Ruby extensions - those extensions starting with 2, 3, and 5 - you must first dial 304.598.4000 for the main Ruby switchboard. As soon as the greeting begins, press 1, and then press 7xxx (x's represent the 4-digit extensions beginning with either 2, 3, or 5). At this point, you will hear hold music while you are transferred to the extension.

Dialing Charleston-Division from the HSC

HSC phone users on the Morgantown Campus can call Charleston-Division Health Sciences phone extensions toll-free by dialing 704 + 4-digit extension.

Dialing Eastern-Division from the HSC

HSC phone users on the Morgantown Campus can call Eastern-Division Health Sciences Users toll-free by dialing 701 + 4-digit extension.