Frequently Asked Questions about Net IDs and WINGS Access: New Faculty & Staff

- **What is my username (NetID) and password?**
- **How do I reset my password?**
- **What is DUO?**
- **How do I get access to WINGS?**
- **Is WINGS the same thing as Canvas?**
- **What do I do if I cannot log in?**
- **I'm getting a message that says "Your session is about to be timed out."**
- **There are many search screens in WINGS. Which of the blanks must I fill in to get a result?**
- **What is the difference between an ID and a Campus ID?**
- **How do I find the screen I need in WINGS?**
- **What are My Favorites?**
- **What access do I have in WINGS? What if I think I need access to more information?**

What is my username and password?

Your username is also known as your NetID. Your NetID is the first part of your email, up to the @ sign. Your username is the first part of your email for almost all applications. The only time you will need to use your full email as a username is when logging into your UWL email.

You should have been sent a password in the notification you got when your email was set up. If you can't find it, you can reset your password following the directions in the next answer.

Your NetID and email are set up as soon as HR has fully processed your hire. For faculty/instructional staff, you will be able to get into Canvas as soon as your email is available. Please note that access to WINGS is set up in a separate process.

How do I reset my password?

To change your password, go to https://www.uwlax.edu/info/password-reset/ and click on "Password Management." Read the disclaimer and enter in "yes" then click the "I am not a robot" box. On the next page, select the correct method to update or reset your password. If you know your old password and it has not expired yet, be sure to select "Change Password." Your Net ID password will change it for all applications used at UWL, including email, logging into your UWL computer, Canvas, and WINGS.

What is DUO?

DUO is an extra layer of security on any application that has student information. DUO provides a passcode to use when logging in, and it is generated randomly on a separate device (such as your phone or a fob key). Entering a passcode after your normal password is a second authentication to your identity. Identity thieves would have to have both your login information and the secondary device in order to break into your account.

You need to have DUO set up before you can log into WINGS and the majority of other softwares used on campus. To get DUO on your phone, please follow the steps in the DUO Enrollment Guide: https://www.uwlax.edu/its/duo/#tm-enrollment-guide

When logging in, remember to click on the "Remember me for 12 hours" box so you won't need to DUO authenticate in that application again until the next day.

How do I get access to WINGS?

Read and fill out the online WINGS Access Request Form. Enter in your department chair or the person who hired you as your supervisor. Make sure to enter in their email correctly. Submit the form and it will be sent to your supervisor for their approval. Your supervisor sends their approval on to the Records office. The Records Office will give final approval and have the ITS department create your account. This process can take 1-3 days. You will receive an email with your user name and password when your account has been created. Official instructors of a class **must** have a WINGS account to grade. If you will need to use WINGS to grade or for your job, please complete this form as soon as possible after being hired.

Is WINGS the same thing as Canvas?

No. WINGS is the student information system (SIS) that UWL uses to store and maintain all student admission records, academic records, enrollment records, class schedules, the catalog, student financial information, and human resources information. Canvas is a learning management system that faculty/instructional staff can voluntarily use to coordinate assignments, quizzes and tests, and communication with their class rosters.

When you first start at UWL, you will have access to email and Canvas as soon as you are fully activated by HR. You must submit all the required paperwork before they can activate you. In order to get access to WINGS, however, you will need to complete a separate form (WINGS Access Request Form) and submit that to the Records and Registration office. The WINGS Access Request Form is found online.

Not everyone who works at UWL needs a WINGS account. However, any instructor expecting to submit final grades in a course **must** have a WINGS account **before** they are able to grade. Be sure to get the form submitted before the start of the term.

What do I do if I cannot log in?

If you are having technical difficulties logging in to a UWL application, please contact the Eagle Help Desk:
608-785-8774
helpdesk@uwlax.edu
Room 103, Wing Technology Center

I'm getting a message that says "Your session is about to be timed out."

For security reasons, the WINGS system will logout any user that has not shown any activity in the system after 15 minutes. This applies to all open windows of WINGS. So if you have 3 windows/tabs open and there is one that you haven't touched for at least 15 minutes, the system will log you out of all of them. If you are logged out this way, simply log on to the system again.

If you clicked on the "Remember me for 12 hours" box when you first logged into WINGS that day, you won't need to DUO authenticate again until the next day.

There are many search fields in WINGS. Which of the blanks must I fill in to get a result?

The rule of thumb is to fill in at least two blank fields before clicking "Search." However, if you have the student's Person ID or Campus ID, you may enter only that number and pull up that exact student.

On some screens, required fields are designated with an asterisk. If you don't know what to enter or the spelling of what you need, you can use the Lookup button (the magnifying glass icon), which will pull up all of your options for that field. Select the appropriate answer and it will return you to the search screen.

What is the difference between an ID and a Campus ID?

Students are given a Campus ID on their application. That number starts with a 9 or an 8. The other ID, also called the Person ID or EMPL ID, starts with a 1 or a 2 and is given to the students on their ID card, along with the Campus ID. Students need the Person ID when taking certain tests, but generally they should be using the Campus ID to identify themselves.

The two numbers cannot always be used interchangeably; however, if you have one of the numbers, you can always use it to look up the other one if you need it. In WINGS, the Person ID can be used to look up a student on all screens. It is also just labeled "ID" in WINGS.

How do I find the screen I need in WINGS?

You may search for the screen you need using the search bar in the top of WINGS screen. The more you use WINGS, the more you should become familiar with where information is located. If you get lost, you can click on the Home link in the top right to bring you back to the first menu and start over. You may also use the My Favorites feature to save your most frequently used screens. See next question.

What are My Favorites?

My Favorites is the top link on the left hand navigation menu. If there is a screen you use frequently in WINGS, you can save it to your My Favorites list and then access it more quickly. To add to your favorites list, while you are on the screen you need, click on the "Add to Favorites" link at the top right hand part of the WINGS screen.

What access do I have in WINGS? What if I think I need access to more information?

WINGS is full of sensitive and confidential student information. Access is therefore given in a deliberate manner so that employees only have access to information needed in the course of their duties. However, sometimes job responsibilities change over time. If you believe you need more access, please speak with your supervisor. If both of you believe you need more access, please contact the Records Office for approval. You may or may not need to complete a new WINGS Access Form depending on what is being changed.