

Frequently Asked Questions for Faculty and Staff



1. What is my username and password?

- Your username and password is the same as your University email username and password.

2. If I change my password for Outlook, will my WINGS password also change?

- Yes, changing your University email password through Outlook will also change your WINGS password. **Note:** this is the only way that faculty and staff can change their WINGS password.

3. I'm searching for a class and I can't seem to find one I'm looking for. What's the problem?

- The problem might be that the course prefix has changed. Beginning this summer, any prefix that had a dash in it was changed to a prefix without a dash. There are 9 subjects that had this change, so the classes should appear only under the prefix without the dash:

<u>Name</u>	<u>Old Prefix</u>	<u>New Prefix</u>
Curriculum & Instruction	C-I	CI
Computer Science	C-S	CS
Health Professions	H-P	HP
Information Systems	I-S	IS
Military Science	M-S	MS
Occupational Therapy	O-T	OT
Public Health	P-H	PH
Radiation Therapy	R-T	RT
Women's Gender & Sexuality Studies	W-S	WGS

- The prefix for APH courses has also changed. All APH courses are now located under 'ART.'

4. Can I access the WINGS on a Macintosh computer?

- The web-based portion of the WINGS works on a Macintosh using Internet Explorer or Safari.


5. What do I do if I cannot log in?

- If you are having technical difficulties logging into WINGS Student Center, please contact the ITS Support Center:
 - 608-785-8774
 - itssupport@uwlax.edu
 - Room 103, Wing Technology Center

6. 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 40 minutes. You will receive this message just before you are timed out. To access WINGS, simply log on to the system again.

7. On many search screens, there are a myriad of fields where I can enter search specifications. What do they mean and which of the blanks MUST I fill in?

- The rule of thumb is to fill in at least TWO blanks before clicking 'Search.' On certain screens, required fields are designated with an asterisk. The easiest method to fill-in-the-blanks is to use the Lookup button  whenever it is provided.