Using WINGS:
FAQs for Faculty and Staff

1. How do I get access to WINGS?

You must read and fill out a WINGS Compliance Form, have your supervisor sign it, and return it to the Records office. The Records Information Systems Manager will then approve 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.

2. What is my username and password?

Your username and password is the same as your UWL NetID and password. Your NetID is the first part of your email - the name up to, but not including, the @ sign. You will only need to use your full email when logging into Office 365. Everything else should only be the first part of your email.

3. How do I reset my password?

To change your password, go to https://www.uwlax.edu/info/password-reset/ and click on “Change, Reset, or Recover Your Password.” Changing your Net ID password will change it for all applications used at UWL, including email (both Office 365 and Outlook), getting into your computer, Canvas/D2L, and WINGS.

4. What is DUO and why do I need it to get into WINGS?

DUO is an extra layer of security on software used at UWL that accesses student information. It covers software such as WINGS (PeopleSoft), D2L, Canvas, and more. Email is also be included eventually. DUO is a secondary password you use to login, and it is generated randomly on a separate device than your computer (such as your phone or a fob key). Entering that secondary password verifies that the person using your login information is actually you, and not someone who has stolen your login. 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 eventually other software. To get DUO on your phone, please follow the steps in the DUO Enrollment Guide:
5. **Is WINGS the same thing as Canvas or D2L?**

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. D2L and Canvas are learning management systems 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, D2L 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 Compliance/Access) and submit that to the Records and Registration office. Department ADAs may have a blank copy of the form, but if not, you can contact the Records and Registration office for a copy.

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. It is best to get the form filled out before the start of the term.

6. **Can I access the WINGS on a Macintosh computer?**

Yes. Please note that the scrollbar option on a Mac sometimes disappears unless you are hovering over it.

7. **What do I do if I cannot log in?**

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

8. **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 30 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 30 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.

9. **There are many search screens 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 blanks before clicking “Search.” However, if you have the
student’s EMPLID or Campus ID, you may enter that 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.

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

Many search screens in WINGS have a Campus ID field and an ID field. Students are given a Campus ID on their application that they can use to identify themselves in our system. That number starts with a 9 or an 8. The other ID, or EMPLID as it is sometimes called, starts with a 1 or a 2 and is purely for internal UWL use only. It helps tie different software systems together without using the student’s full name or campus ID. The two numbers cannot 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.

11. 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 right of the WINGS screen. Also, the more you use WINGS, the more you should become familiar with where information is located. Unfortunately, there is no site map in WINGS, so you may want to start keeping track of the screens you use most often with the My Favorites feature. See next question.

12. 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.

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

WINGS is full of sensitive and confidential 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 Information Systems Manager for approval. You may or may not need to complete a new WINGS Compliance Form before additional access is given.