Information Technology

Johnson & Wales Information Technology (JWU IT) provides technology tools, services and support to the entire university community. The JWU IT website answers many questions about technology at JWU. Students can also email JWU IT (it@jwu.edu) or call 866-JWU-HELP (866-598-4357) with any university-provided technology questions.

Username and Password

Each student needs a username and password to access campus computers, JWU Wildcat email, jwuLink, and other important university resources. New students will receive login instructions shortly after the reservation fee has been satisfied. Students are expected to log in frequently to their email and jwuLink accounts, which are accessible wherever internet access is available, on or off campus.

Note: Students must be registered with Self-Service Password Reset (SSPR) in order to reset their password. Students will be prompted to register with SSPR during login to JWU Wildcat email, or alternatively students can manually register by following the instructions outlined on the IT Service Desk website. If the password is forgotten, students must use the Self-Service Password Reset (SSPR), which is available to all students.

The email account is accessed at wildcatmail.jwu.edu and can be set up on smartphones and mobile devices. If a student's status is made inactive by Student Academic Services, the associated email address will be disabled after a period of 90 days. Students will be notified via email periodically to remind them throughout this 90-day period. If a student's status returns to active before the end of this 90-day period, email access will no longer be set to disable.

The jwuLink account is accessed at link.jwu.edu or by using the JWU Mobile app. Serving as the university's engagement hub, jwuLink is where students, faculty and staff connect with a variety of resources, news, announcements, events, systems (advising, class schedules & course registration, financial aid, grades, housing, etc.) and more. Upon graduation or departure from the university, students will continue to have access to their records via jwuLink.

Multi Factor Authentication (MFA)

Multi-Factor Authentication (MFA) is required for all active students accessing Wildcat Mail while off campus.

Wildcat Mail Hardware & Software Requirements

Hardware and software requirements exist to access Wildcat Mail.

Internet and Wi-Fi

Internet is available everywhere on campus with the JWU network, via WiFiJWU or a network cable.

To ensure the security of JWU's network, an authentication system checks for valid JWU user accounts so that only authorized users have access to it.

Anyone who uses the JWU network and related services must follow the policies and agreements set forth by the university. Violations or attempted violations will subject the violator to disciplinary and/or legal action by the university.

Protect Your Information

Identity theft is a concern, and the university strongly suggests that all students take necessary precautions to prevent a prohibited user from accessing their JWU email and password. It is everyone's responsibility to protect their personal information; the university strongly cautions students against freely sharing this information. Contact JWU IT immediately if unauthorized access has occurred or is suspected.

University Web Policies

The contents of the JWU website are proprietary and as such are protected by federal, state and international copyright and trademark laws, or other proprietary rights. Refer to university policies and agreements for more information. Violations or attempted violations will subject the violator to disciplinary and/or legal action by the university.