



Information Technology

Frequently Asked Questions

1. Where can I get help when I have a computer related question?

Problems related to your network, "My.northwood.edu", or email accounts should be addressed by the Information Technology Help Desk, Toll Free (877) 209-4357. They can also be reached via email at helpdesk@northwood.edu. This office will assist students with technical issues related to any Northwood information technology initiative.

2. Where is the Information Technology office located?

FLORIDA CAMPUS: Campus Information Technology Office located in the back of the Cook Library in the Turner Education Center.

MICHIGAN CAMPUS: Help Desk located in the Griswold Communications Center, Room 1

TEXAS CAMPUS: Campus Information Technology Office located in the Student Union

3. Where do I go if I need technical support for my PC?

You can bring your computer to the Information Technology office on your campus: Technicians are on staff to assist in troubleshooting your PC problems. The service is complimentary best effort PC repair. Please note that computers are serviced on a first come-first serve basis. The extent of the problem, how long it takes to correct and how many computers are in for service may affect how long your computer will be with computer services.

4. Are students required to own a computer?

No. Students who do not own a computer may use on-campus computer labs. Northwood has several academic computer labs available on campus for student use at various times throughout the day.

5. What are the academic computer resources on campus?

FLORIDA CAMPUS: Open lab hours will vary from term to term and are posted outside each lab. Also, student PC's are available 24 hours a day, 7 days a week next to the Security Office in the Dalby building.

MICHIGAN CAMPUS: Several general-purpose classroom labs are available on campus, with a capacity of over 150 workstations. Additionally, there are also some special purpose labs. The library also has several workstations for research purposes. Open lab hours will vary in each lab for each term. Color printing is available in the Jordan 10 Open Lab. The open lab hours will be posted outside of each lab and are also available on the Information Hotline 989-837-4444 (Option 19 for Academic Labs). The Purple Lab in Miner Hall is open 24 hours a day, 7 days a week for drop-in student use.

TEXAS CAMPUS: Hopkins Lab 102 and Hopkins Lab 106 are available for student use. Lab hours will vary from term to term and are posted outside each lab. Color printing is available in Hopkins Lab 102.

6. Should I buy a laptop or a desktop?

A laptop will cost more than a comparable desktop unit, but it does give the advantage of being portable. Students who want to take their laptop to class for note taking or who will travel on weekends may find it beneficial to have their own programs and data files readily accessible. However, there are some additional security concerns with a laptop due to the portable nature. The choice between a laptop and desktop remains a personal decision, based on your budget and student responsibility levels.

7. What brand of computer is used at Northwood?

We do not promote the purchase of any particular computer brand. Any IBM-compatible computer will accommodate the coursework requirements for all classes at Northwood. Your budget and personal preferences should be the determining factor as to which brand to purchase. If you buy a Macintosh, it will accomplish word processing tasks and allow internet access, but Northwood cannot provide any technical support for that system.

8. What hardware/software will I need for my personal computer?

HARDWARE: All academic computer labs on Northwood's campus have Dell PC's. If you are bringing a laptop, we recommend you also purchase a "laptop cable lock" to secure your laptop to your desk. Discounts are available from Dell by visiting:

<http://www.northwood.edu/it/dellprogram/>

SOFTWARE: Students taking MIS100, 104, 105, 107 and 109 will be learning Windows XP and Microsoft Office 2007 Professional, including Microsoft Word 2007 (word processing), Excel 2007 (personal information management). This software can be purchased at reduced academic pricing from our campus bookstore.

9. Will I need a printer?

No, a printer is not required. All campus computer labs have a laser printer for student use. We use a system called Print Manager Plus which keeps track of all personal student printing. Each print job costs 10 cents for black and white and 15 cents for color. Northwood provides you a \$50 balance to use toward printing at the beginning of the term. Your remaining balance will show on the desktop when you log onto a computer in one of the campus labs.

10. How do I add more money to my printing balance?

You will need to fill out a Print Purchase Agreement Form at the Information Technology office on your campus. This form authorizes your student account to be charged for the amount you want to add to your print balance. Once the form has been filled out, the Information Technology office will add the amount to your print balance. You may also pay for your additional prints at the Business Office if you do not want the amount to be charged to your student account.

11. If I have my own computer, can I connect to the Internet from my dorm room/apartment?

CAMPUS RESIDENTS... Yes. All on-campus student housing is either wireless or hard-wired to provide a high-speed internet connection for student-owned personal computers. There is NO CHARGE for this service. *Your PC must have a Network Interface Card (NIC) to connect from the dorms.* You will need to download the Client Security Agent to be able to connect to the network.

COMMUTERS... Yes. Commuters can connect wirelessly from their own computers when they are working on campus. You need to download the Client Security Agent to be able to connect to the wireless network.

12. What version of MS Windows and MS Office is used on campus?

The standard, campus-wide computer operation system at Northwood is Microsoft Windows XP. In required computer applications courses, Northwood will be teaching the Microsoft Office 2007 Suite. This includes Word, Excel, Access, and PowerPoint 2007.

13. What sort of network accounts will I have?

Every student will be given a user ID and a password to log onto the network, and their Blackboard account. The user ID that is assigned to you does not change. The password to log onto the network and into Blackboard is the same. The password will expire every 180 days.

14. Am I provided with a folder to save files on campus computers?

Students are provided with 250 MB of personal network space called the S: drive to store information when working in a computer class or in a computer lab. The S: drive is available to you each time you log into a Northwood computer no matter which lab you are in. We do reserve the right to remove content that is non-academic related.

15. I think my computer may have a virus, what should I do?

The best way to ensure that your computer is virus free is to have an anti-virus software package installed on your PC. If you are a resident student you should already have Symantec Antivirus installed. If you are a nonresident, you can download AVG Free Edition Antivirus by going to www.avg.com. If you run your antivirus software and the software locates a virus that it is not able to remove or you believe your computer has been damaged by a virus, you can bring your computer to the Information Technology office on your campus to have our technicians assist.

Any questions or concerns should be directed to the Information Technology Help Desk, 989-837-4421, Toll Free: (877) 209-4357 or helpdesk@northwood.edu.