

Preparing your Computer for School

Thank you for choosing Northwood University. The Information Technology department would like to welcome both new and returning students to Northwood and wish you all the best during this exciting time. We look forward to delivering easy-to-use, functional, current, secure, and appropriate technologies during your time at Northwood University.

If you are one of the many students who will be bringing a computer to Northwood, please read the following information regarding network access, setup, and support. There are some very important steps that you can take before arriving on campus that will help make this process run smoothly.

IT Support of Student Personal Computers

The Northwood University IT Department strives to provide the best customer service possible to faculty, staff and students. Providing any level of support to a student's personal computer is one of our greatest challenges. In order to clearly define expectations, we have developed the following policy to state the level of support that will be provided to student-owned computers.

The Northwood University Information Technology Department provides complementary, best-effort support in servicing student-owned computers. The following guidelines apply to all service requests:

- **Information Technology no longer supports nor provides network access to computers running Windows 2000, ME, 98 or 95.** These operating systems are no longer supported by Microsoft, do not receive security patches, and cannot run the antivirus software Northwood is licensed to provide. If you are still running any of these operating systems, we encourage you to upgrade to Windows XP or Vista prior to arriving on campus. Software or support for operating system upgrades will not be provided by Information Technology.
- The student is responsible for providing any software that may be required to address a given issue. Northwood University reserves the right to deny service in the event that necessary software cannot be provided by the owner of the computer. All software must be legal, owned by the student, and accompanied by a valid license certificate.
- Northwood University will not provide any hardware or software required to resolve a given issue.
- Timeliness of support is directly related to the quantity of qualified support staff available at the time the issue is reported. Typically, IT support staff is not able to process student-owned computer repairs during the first two weeks of any term as our staff is busy assisting students with network connection issues.
- Northwood University reserves the right to deny network access to student-owned computers experiencing spyware and/or virus issues. After a best effort has been made to resolve the issue, the student may be personally responsible for resolving the issue prior to being granted network access.
- Please note that many of today's viruses and malware cannot be completely cleaned without formatting the hard drive and completely rebuilding the operating system. Please make sure

to bring your system restore, operating system, and application software disks with you to campus.

- No guarantees accompany services provided. In the event that a given issue cannot be resolved, the computer will be returned to the owner.

Computer Requirements

All students who wish to connect their personal computer to the Northwood University network must meet certain security requirements. Upon connecting to the Northwood network, you will be required to install an agent that will check your computer for specific criteria and require you to fix any problems prior to gaining network access. Specifically, we will be making sure you have an up-to-date antivirus package installed, the latest service pack, all operating system security patches and that you are configured to receive automatic updates for operating systems patches. Please note that for students living on campus, Northwood University has purchased a license for Symantec Endpoint Protection and will be requiring the installation of this software prior to gaining full network access.

What you should do before arriving on campus?

Windows XP and Vista Computers

1. Install an antispyware tool and scan your computer for problems. Microsoft and several other companies have an antispyware product available at no charge. The following links are tools we recommend.
 - Windows Defender
<http://www.microsoft.com/windows/products/winfamily/defender/default.mspx>
 - Malwarebytes Anti-Malware
<http://www.malwarebytes.org>
 - SUPERAntiSpyware
<http://www.superantispyware.com/>
2. Run Windows Update and install all the latest services pack. Windows XP is at service pack 3 and Windows Vista is at service pack 2. Windows XP users should visit <http://update.microsoft.com>. Windows Vista users can access Microsoft Update via the start menu.
3. Run Windows Update and install any critical security patches. Please note that it may take more than one visit to Microsoft Update in order to install all security patches.
4. Please make sure you are running antivirus software and that it has the latest definition files. Resident students, please skip to step 5. ***Please note: The following item (step 5) is for resident students only. Only those students who will be living on campus in the dorms or campus apartments should complete step 7.***

5. *****Resident Students ONLY***** Before packing your computer to leave for Northwood, please uninstall your antivirus software. Northwood University will be providing and requiring Symantec Endpoint Protection for all resident students. Uninstalling your current antivirus software before leaving for school will help you get through the PC registration process without problems.

Apple Macintosh

Macs also have to register before being granted access to the network. In order to best prepare your Mac, please complete the following:

- Visit the Apple Website and download the latest security patches. This is especially important for OSX users.
- Make sure you are running an antivirus program with the latest definition files.

Please take the time to complete the steps above prior to coming to campus. This will be a tremendous help in making your PC registration a smooth process. We thank you for your time and effort in completing these tasks. If we can answer any questions prior to your arrival on campus please give the IT Help Desk a call at 989-837-4421 or toll free 1-877-209-HELP (4357).

Technology Information Updates and Changes

- All students are provided a Northwood University email address and web-based mailbox. The mailbox has a 100MB quota.
- All students are provided storage on a University student file server called an "S Drive". This allows the student to store up to 250MB of academic related information on a server that is secured and backed up regularly.
- Students who bring a game console to school with them are able to attach to the network and play online. Please note that the IT Department classifies support of game consoles as a lower priority in relation to the support of educational and/or critical business technology.
- Wireless access is provided throughout all buildings on campus.
- Home routers and wireless access points are NOT permitted on campus. Students who attempt to use such devices will have their network access removed. Students who wish to have additional network drops in their room are permitted to bring hubs or switches that do not provide wireless access or distribute DHCP addresses.

Password Reset System

Information Technology has implemented a password reset system which allows students to reset their password via the web at any time, from any location. However, in order to use this system you must pre-register and answer three questions. Please visit the password reset system before arriving on campus. This will ensure that during your time at Northwood you will always have the ability to reset your password as the Help Desk is not open 24 hours a day.

Please register now at <http://my.northwood.edu> by clicking the Password Reset link on the portal.