

## 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 Windows 7 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 and/or installation keys.
- 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.
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- 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 packs, all operating system security patches and that your computer is configured to receive automatic patch updates.

## What you should do before arriving on campus?

Computers running Windows XP and above:

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.
  - 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, Windows Vista is at Service Pack 2, and Windows 7 is at Service Pack 1. Windows XP users should visit <http://update.microsoft.com>. Windows Vista and Windows 7 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. **\*\*\*Resident Students ONLY\*\*\*** Before packing your computer to leave for Northwood, please update any installed antivirus software. Northwood University will be providing Symantec Endpoint Protection for resident students with computers that do not have installed antivirus software.
  
5. **\*\*\*Non-resident Students Only \*\*\*** Please make sure your computer is running antivirus software and that it has the latest definition files. Only computers having updated security patches and antivirus software will be granted network access.

## Apple Macintosh

Mac computers must 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 computer 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. Historically, the student mailbox quota has been limited to 100MB. Beginning July 5, 2011 through the start of the new academic calendar, Information Technology will be transitioning all student and alumni email accounts to an off-site service hosted by Microsoft. After each account is migrated, students will have a 10GB mailbox quota with an additional 25GB of file collaboration storage (SkyDrive) available to them.

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 connections 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 per day.

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