Thank you for choosing 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.

1. **Where can I get help when I have a computer related question?**
   The Information Technology Help Desk is your contact point for all computer related questions or problems at Northwood University. Help Desk staff will either assist you directly or route your request to the appropriate IT staff member.

   **Contact Information**

<table>
<thead>
<tr>
<th>Location</th>
<th>Griswold Communications Center, Room 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>989.837.4221 or toll free <strong>877.209.HELP</strong></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@northwood.edu">helpdesk@northwood.edu</a></td>
</tr>
<tr>
<td>Web</td>
<td>helpdesk.northwood.edu</td>
</tr>
<tr>
<td>Twitter</td>
<td>@NUITHelpDesk</td>
</tr>
</tbody>
</table>

   **Hours of Operation**

<table>
<thead>
<tr>
<th>Monday – Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30AM-11PM</td>
<td>7:30AM-6PM</td>
<td>12PM-5PM</td>
<td>5PM-10PM</td>
</tr>
</tbody>
</table>

   *During the academic year. Spring/Summer hours vary.

2. **Where do I go if I need technical support for my PC?**
   You can bring your computer to the Help Desk. The service is complimentary best effort PC repair and will not provide any hardware or software required to resolve any given issue. 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.

3. **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, with a capacity of over 150 workstations, on campus for student use at various times throughout the day. Open lab hours will vary in each lab for each semester.

   - Miner Lab – Near Security Office, Miner Hall
   - Jordan Lab – Lower Level, Jordan Building
   - Timberwolf Learning Center – Lower Level, Strosacker Building
Additionally, the Purple Lab in Miner Hall is open 24 hours a day, 7 days a week for drop-in student use. The library also has several workstations for research purposes. Color printing is available in the Jordan 10 Open Lab.

The open lab hours are available at helpdesk.northwood.edu.

4. **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.

5. **What brand of computer is used at Northwood?**
   Dell is the standard PC for all Northwood University owned computers. We do not promote the purchase of any particular computer brand for home use. 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.

**DELL & APPLE COMPUTER PURCHASE PROGRAM:** Dell Computer Company and Apple have created custom web stores for Northwood University students, faculty, and staff to purchase personal computers for home use. The web store allows for online ordering at a discounted price. All purchases through these programs are transactions between Dell or Apple and the individual ordering the computer. Northwood University plays no role in the purchase, warranty, or ongoing support of the computer or associated equipment.

For more DELL information go to: 
http://www.northwood.edu/it/dell-program.aspx

For more information go to: 
http://www.northwood.edu/it/apple-program.aspx

Note to Faculty and Staff: This program should be used for purchasing PCs for personal use only. All Northwood University related computer purchases must go through the Help Desk.

6. **What software will I need for my personal computer?**
   The standard, campus-wide computer operating system at Northwood is Microsoft Windows 7. In required computer applications courses, Northwood will be teaching the Microsoft Office 2013 Suite. This includes Word, Excel, Access, and PowerPoint 2013.

Information Technology at Northwood University is providing Microsoft Office to every student and employee FREE of charge. This means the latest version of the full Office productivity suite, including Word, Excel, PowerPoint, OneNote, and more available for offline and online use to best prepare you for class. As long as you are a current student or employee here, and the program continues, you'll be able to use this software for free.
For instructions on how to download please visit http://www.northwood.edu/it/microsoft-office.aspx for more information.

The best way to ensure that your computer is virus free is to have an anti-virus software package installed on your PC. Microsoft and several other companies have antispyware products available at no charge. The following links are tools we recommend:

- Malwarebytes Anti-Malware: http://www.malwarebytes.org

7. Will I need a printer?
No. A printer is not required. All campus computer labs have a laser printer for student use. A system is in place to keep 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 $75 balance to use toward printing at the beginning of the year. Your remaining balance will show on the desktop when you log onto a computer in one of the campus labs.

8. How do I add more money to my printing balance?
You will need to fill out a Print Purchase Agreement Form and pay for the additional printing credits at the Business Office. Once the form has been filled out, the Information Technology office will be emailed your receipt and add the amount to your print balance within 24 hours.

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

**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.**

To connect wirelessly: select the “Northwood” SSID, open a web browser to bring up the acceptable use policy/login page. After logging in (with your Northwood.edu credentials) you will run the Bradford dissolvable agent. After running the agent your computer will register to the network.

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.

**COMMUTERS:** Yes. Commuters can connect wirelessly from their own computers when they are working on campus. You will need to login with your Northwood credentials or create a guest account. Once you run the Bradford dissolvable agent, your computer will register to the network.
10. 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.

11. Am I provided with a folder to save files on campus computers?
Students are provided with 1TB of Microsoft OneDrive online storage space for documents, photos, and videos, so you can edit and share them from anywhere, on all of your devices.

Students are also provided 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, and is secure and backed up regularly. We do reserve the right to remove content that is non-academic related.

12. How do I register my Game Console, Smart TV, or Entertainment Device?
Students who bring a game console, smart television, or entertainment device to school are able to attach to the network. Please note that the IT Department classifies support of these devices as a lower priority in relation to the support of educational and/or critical business technology.

To register your devices please visit http://miregister.northwood.edu

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

14. How do I reset or change my password?
Information Technology has implemented a password self-service system which allows students to reset their password via the web at any time, from any location. Current users are forced to enroll in this service and provide three security questions with answers to verify identity. 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.

15. Who do I contact when I suspect there is a my.northwood.edu or campus internet outage?
When outages occur it is best to check the Outages section of my.northwood.edu, visit @NUITHelpDesk Twitter Handle, or by calling the IT Help Desk phone number.

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