



## Computer FAQs

Detailed information regarding Center for Information Technology's (CIT) services can be found in AMOS under Administrative Systems.

### Do I need to bring a computer?

Moravian College maintains Windows-based and Macintosh public computer labs on both campuses. Before bringing a computer on campus, you may want to wait to assess your situation. Residence Hall rooms have hard-wired network connections for access to the Internet and Moravian's network. If not already installed, your computer will need an Ethernet network interface card and cable to connect to the network wall jack. If you are not sure if your computer has a network card, refer to your owner's manual or speak to the computer vendor. Network cables are available in the book store. Currently, there is limited wireless access in some residence halls.

### Can I buy a computer through the College?

No. Moravian does not sell computers. However, there are vendors that offer discount prices for future and current Moravian students.

### Is there a discount purchase plan for buying a computer?

Apple, Dell, and Lenovo (formerly IBM) provide an educational discount to Moravian College students. Participation in these programs is at the discretion of the student and the purchase contract is between the student and the manufacturer. The link for these discounts can be found on the College's public website under Technical Help and on AMOS' CIT page.

### Am I permitted to use a laptop in class?

Some faculty permit laptop use in class, while others do not. You should check with your faculty instructor.

### Should I buy a Laptop or a Desktop?

This is a personal preference. Some advantages and disadvantages are listed below. There are public computers available on Main and Hurd campuses.

Laptop - <b>Advantages</b>	<ul style="list-style-type: none"> <li>- Easy to transport to and from school.</li> <li>- Takes up little dorm space or desk space.</li> <li>- Can be carried to class or library for note-taking, study, etc.</li> <li>- Have built-in wireless networking ability.</li> <li>- Can be brought home during weekend or holiday visits.</li> <li>- Can be shipped to manufacturer or taken to dealer for</li> </ul>
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	service.
Laptop - Disadvantages	<ul style="list-style-type: none"> <li>- Much more easily stolen, particularly if carried around campus.</li> <li>- More easily dropped or broken.</li> <li>- Somewhat more prone to failure than desktop computers of comparable quality.</li> <li>- More expensive for comparable speed &amp; capacity.</li> <li>- Limited expansion and add-on capabilities.</li> </ul>
Desktop - Advantages	<ul style="list-style-type: none"> <li>- Best value: typically, more speed, memory, and storage for a lower price.</li> <li>- Relatively difficult to steal.</li> <li>- Lower probability of failure for comparable quality machine vs. notebook.</li> <li>- Relatively easy to expand or modify as needs change.</li> <li>- Less costly expansion products such as large hard drives &amp; additional memory.</li> <li>- Flat screen LCD monitors are now reasonably priced, reducing desk space requirements and making storage/shipping easier.</li> </ul>
Desktop - Disadvantages	<ul style="list-style-type: none"> <li>- Space-consuming and awkward to move to and from school.</li> <li>- Takes up valuable real estate in cramped dorm rooms.</li> <li>- Cannot be carried to library or classes.</li> <li>- Difficult to ship if repair/replacement is needed.</li> </ul>

### How do I secure my laptop and its data?

To physically secure your laptop, use a laptop lock and cable. This will permit you to lock your laptop to furniture, thus making it more difficult to steal. You should always lock your lock when the laptop is unattended, to include while in your residence hall room. Also lock your room door when you leave the room. To secure your data, set a screen saver that requires a password to use the laptop.

### What kind of computer should I buy?

Students bring Macintosh, Windows, or Linux computers to campus. As this is a personal preference, there are no specific recommendations. Your academic major may influence what type of computer may best fit your need. Departments of Art, Music, and Education use Macintosh computers.

### What resources should I have on my computer?

Here are the **minimum** recommended requirements:

Windows: Pentium IV 2 GHz or higher

Macintosh: G5 or Intel-core Duo – 1.5 GHz

RAM - 2 GB or higher

Hard drive - 80 GB or larger

Video Ram - 16 MB or higher

CD-RW/DVD-RW combo drive (for additional backup purposes)

Sound Card and Speakers

Universal Serial Bus (USB) port(s)

### **What software (operating systems) will I need?**

Windows XP Home/Professional/Vista

Windows 95, Millennium (ME), Win98 and 2000, not supported.

Macintosh OS X version 10.5 or higher

A suite of applications which includes a word processor, spreadsheet, database, and presentation software is recommended, preferably Microsoft Office.

We do not support systems running Linux or other versions of UNIX.

### **Where can I purchase software required for Music study (and other software packages)?**

Software may be purchased at a discount through a program with Journey Ed. The link for this can be found on the College's public website under Technical Help and on AMOS' CIT page.

### **Where can I find out what specific software will be required for the Music and Art Departments?**

You should speak with representatives from those academic departments.

### **What about virus protection?**

Virus protection software is required and must be up-to-date. Moravian provides Kaspersky antivirus for your Windows computer and McAfee's Virus Scan for Macintosh computers. If you require Kaspersky antivirus or Virus Scan, you can download the software from <http://antivirus.moravian.edu/> (**This link is only available ON Campus**)

Installing and maintaining virus protection is the sole responsibility of the student.

Keeping the virus definitions current and keeping computers free of viruses are maintenance procedures that students are required to perform themselves. CIT will block access to the Internet for student computers that have not applied recent Microsoft Windows or Macintosh operating system updates or do not have the virus scanning engine up-to-date with the latest virus definition file.

### **What are the policies for virus removal from student computers?**

Computer viruses are a continually growing area of concern. Virus protection, keeping virus definitions up-to-date, and scanning of hard drives are the sole responsibilities of the user. Moravian has purchased a licensing agreement with Kaspersky for PC and Virus Scan for Macintosh software, including all updates. Use of this software is provided free of charge to all Moravian students for their Windows or Macintosh computers. You may use another virus scanning software application currently loaded and active on your computer, but must be kept up-to-date as well. Often the original computer manufacture loaded a time-limited version of the virus protection software, which will expire and require you to pay for the renewal of the license. You may wish to consider moving to this Kaspersky or Virus Scan, once the lifespan of the original virus scanning software runs its course, since these are provided for free.

### **What anti-virus, anti-spyware, and anti-spam protection must I use?**

Students must have active, updated antivirus and antispyware software on their computers. You may use Kaspersky and Virus Scan provided by the College or other commercially produced programs. Although the College has defenses at the network level, it is a student's responsibility to protect their computer from malware.

### **Is Internet connectivity included in room and board?**

No. But it is included in the technology fee that students pay, so there is no additional charge for students to access the Internet. Refer to the Student Handbook for a list of other services provided by the technology fee.

### **Do the residence halls have network connectivity?**

Yes. All residence hall rooms have a one network jack per student.

### **How do I connect my computer to the network?**

Printed instructions for connecting to the network will be available on AMOS on CIT pages and at the Help Desk in Memorial Hall, room 102. There are different handouts for different operating systems.

### **What happens if I can't get my computer connected?**

Contact the Help Desk at 610-625-7929 or stop by Memorial Hall, room 102, Monday-Thursday 7:30am-7:30pm and Fri. 7:30am-4:30pm

### **Is there wireless on campus?**

Currently, wireless is not available in all residence halls. However, Moravian began to install wireless in the larger residence halls in the summer of 2008. The HILL (Hurd Integrated Living Learning) on South Campus will be completely wireless inside, with coverage on outside green space.

Wireless is available in the following areas:

<b>North Campus</b>	<b>South Campus</b>
Comenius Hall 1 <sup>st</sup> -2 <sup>nd</sup> 3 <sup>rd</sup> floor	Clewell Dining Hall
Hall of Science 1 <sup>st</sup> 2 <sup>nd</sup> 3 <sup>rd</sup> floor	Brethren House – Music Library – 3 <sup>rd</sup>
HUB	Art Lab 007, 008, 009, 104
Memorial 201	Main Hall Lounge & Coffee Shop
Priscilla Payne Hurd Academic Building	The HILL (Aug 09)
Reeves Library	Hurd Campus open/green space (Aug 09)
Zinzendorf 103	
Seminary	
Johnson Hall	
Bernhardt-Wilhelm common area	
Rau-Hassler common area	

### **What type of wireless does Moravian use?**

802.11 B/G

### **Do I need to insure my computer?**

Students should insure their computer systems. Many homeowners' policies will cover a computer for use at school. Check with your insurance carrier for specifics. You should also consider an extended warranty if you plan to keep your computer for all four years. Another consideration is spill damage protection if you drink while working at your computer.

### **Do I get a network account and email address?**

All students receive a network logon and email address. Through the campus network, you will have Internet access, email account, personal file space, personal Web page, black and white and color printing, and access to course-related software. You can access the network from your personal computer in your residence hall room or from any lab or classroom computer connected to the network. You may also access your data via FTP (File Transfer Protocol) when off-campus.

### **Where do I pick up the network account information?**

Incoming freshmen will receive their network logon letters in their summer mailing packet mailed by Academic Affairs in early May. You must bring this logon letter with you when you register for classes in May and again when you arrive on campus in August.

### **Where can I get my computer repaired or serviced during the semester?**

Since your new computer will be under warranty, your first call should be to the manufacturer. Help Desk technicians can help triage/troubleshoot your computer problem, but since it is under warranty, they cannot physically repair the computer. You should back-up your hard drive data before any repairs are done, as data may be lost during the repair work.

### **Is Moravian College an authorized repair center?**

No.

### **What kinds of computer problems do student encounter?**

The majority of student computer problems are virus and spyware related. If you maintain active and up-to-date antivirus and antispyware on your computer, you will greatly minimize your chance of having a computer problem.

### **Does the College offer computer classes for students?**

No. The College does not offer student computer classes, but CIT technicians will answer student computer questions and work with students while triaging (troubleshooting) computer problems. The Department of Economics offers a for credit class on Microsoft Office: Word, Excel, Access, and PowerPoint.

### **How much of the curriculum is technology based?**

This depends upon the individual faculty instructor and varies between classes.

**Do I need a printer?**

It is convenient to have a printer in your residence hall room; however, there are printers available for use in the computer labs and library.

**Must I pay for printing?**

Students are given \$35/academic year for printing and charged \$.05/black and white page and \$.50/color page. This equates to 700 black and white pages. If you exceed the \$35 allocation, you can add additional money to your printing account in the Bursar's Office during normal business hours.

**What are the quotas for personal file space, email and Web sites?**

Email: 25 MB

File server: 150 MB

Web site: 25 MB

**Can I play on-line games?**

Gaming is available, but sluggish performance and increased lag time can occur due to the priority given to academic resources first.

**Is file sharing allowed?**

Any act of file sharing that violates copyright laws is prohibited by the college. The college must cooperate with proper authorities if an inquiry is made into a user's activities. File sharing has its uses, if it is limited to public domain materials and to materials for which a user possesses a license.

**Is there help for student-athletes who arrive early?**

Yes. The Help Desk is open throughout the year and is available to help early arrivals.

**Can I get a work study student job in CIT?**

Yes. Within CIT, both the User Support (Help Desk) and Media Services Teams have openings for work study students.

**Who do I contact if I have additional questions?**

Contact the Help Desk at 610-625-7929, e-mail at [help@moravian.edu](mailto:help@moravian.edu), or stop by Memorial Hall, room 102.