

**Information Technology Guide**  
**for First Year, Transfer and Graduate Students**  
from Gard Meserve, Chief Technology Officer, Clarkson University  
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**Introduction** The Office of Information Technology (OIT), located on the second floor of the Educational Resources Center at Clarkson University, is your source for all technology needs. For hardware and software sales and service, telephones, e-mail, passwords, network, etc., call xHELP (315-268-4357). We hope this letter answers most of the questions you may have. Additional information can be found on the OIT web page: [www.clarkson.edu/oit](http://www.clarkson.edu/oit) .

**Telephones** Options available to you:

- New students are encouraged to enroll in the on-campus telephone service for their first year. If you choose to sign up for campus telephone service, please go to [www.clarkson.edu/oit/welcome.html](http://www.clarkson.edu/oit/welcome.html).
    - You must sign up for this service by **July 15, 2008\***. If you do not sign up for this service, you will not have dial tone service in your dorm room when you arrive on campus.
    - Through the University telephone program, you will receive dial tone phone service to your dorm room at a cost of \$100 per semester per dorm room. This fee, which will be added to your student bill, covers the cost to provide dial tone service.
    - If both roommates purchase dial tone service then each will be rebated \$50 for the semester.
    - Signing up for campus dial tone service will allow you to make on-campus calls and to receive calls. If you need to call off campus, you will need a PIN or calling card. See information below concerning STC Services PINs.
    - Dorm room phones are not provided.
- \*Note that after July 15, any late requests are subject to a \$50 late fee in addition to the per semester charge. Once you have signed up for the service there will be no cancellation for that semester. Spring semester charges will be applied automatically to your Spring bill. If you choose to cancel Spring semester service, please contact the HelpDesk by November 1.*
- If you prefer, you can bring a cell phone. Vendors with coverage in this area include Verizon Wireless, Nextel and AT&T.
  - Hall phones are available on each floor of the dormitories. You will need a PIN or calling card to make local and long distance calls from hall phones.
  - STC Services automatically provides a PIN (Personal Identification Number) to each student, although students are not required to use it. In August, your PIN will be sent to your Clarkson University e-mail.
  - You are not required to use STC Services and may choose to bring your own calling card to cover local and long distance charges.

**Laptop Computer Offers** This year we are able to offer you special pricing on three **Lenovo** ThinkPad T61 laptops priced at \$1400, \$1799 and \$1999. We are also offering a **Dell** Latitude D630 at \$1300 and two Latitude D830s priced at \$1600 and \$1899. These machines are configured specifically for this program and take advantage of our enhanced wireless environment.

- These laptops include a 3 year warranty which is backed by our certified technician located on campus.
- We preload ThinkPads and Latitudes with Microsoft Office 2007 Professional.
- Go to [www.clarkson.edu/oit/welcome.html](http://www.clarkson.edu/oit/welcome.html) or see paper flier included in your student packet for more information.
- Order by **July 15, 2008** to insure that your ThinkPad is available when you arrive on campus.
- If you will be attending the School of Business, please note that the curriculum is built on the expectation that incoming Business students have laptop computers.

**Software** You can order Microsoft Office software through us at a substantial savings. Anti-virus software is provided free of charge to students. All other software needed for class work is available in University provided computer labs. Laptops purchased through the University come with Microsoft Office 2007 Professional preloaded.

**Minimum PC Requirements**

<p><b>Desktop:</b> Pentium 4 3.0GHz, Intel Core 2 Duo (1.8GHz), 2 GB RAM, 80GB HDD, 10/100 Ethernet, CDRW/DVD Drive (DVD/RW recommended), 128 MB Video and Windows XP Pro or Vista Business.</p>	<p><b>Laptop:</b> Intel Core2Duo (2.00GHz), 2 GB RAM, 80GB HDD, 10/100 Ethernet, CDRW/DVD Drive, 802.11b/g Wireless, 64MB Video and Windows XP Pro or Vista Business.</p>
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**Anti-virus** To minimize the impact of viruses, all PCs that connect to the University network are **required** to be registered, to be running Windows Update and to be running the anti-virus software provided by the University free of charge. The first time you connect to the network you will be required to enter your e-mail address and password. This will register your computer and give you access to download the required anti-virus software. ***Please note that you will need to remove your existing anti-virus software before installing our corporate edition.*** Other network devices such as routers, video games, etc., will need to be manually registered. The registration and anti-virus program is designed to provide a reliable network for academic work.

**Wireless Access** Wireless access (WiFi compatible, 802.11b or 802.11g) is available in group study areas and all lecture halls and classrooms across campus. For more information, go to <http://www.clarkson.edu/oit/wireless>.

**Applications** These are the applications you will have access to:

- **Microsoft Outlook & Outlook Web Access** are used for anytime, anywhere access to e-mail. It is required that students utilize their @clarkson.edu account to be assured of receiving all pertinent e-mail and calendaring communications. Outlook Web Access (OWA) is available wherever you can access Internet Explorer 6.0 or higher. Students are allocated 60Mb of email space. Your e-mail address is [username@clarkson.edu](mailto:username@clarkson.edu).
- **PeopleSoft** Student Self-Service provides Clarkson students with access

to academic information. Through PeopleSoft, you can enroll in classes, add and drop classes, create schedules, maintain financial records, view grades and more.

- **Active Directory** accounts are used for network file storage and network printing. Also used for accessing computers in classrooms and labs. Files stored on Active Directory can be accessed from lab computers or via the web. Students are provided 50Mb of space.
- **AFS** (Andrew Files System) is used by students as a UNIX file space and as a repository for web content. Students have 50Mb of space on AFS.
- **Blackboard** is the on-line learning environment at Clarkson University. It is used to provide on-line access to syllabi, course documents and in some cases quizzes and grades.
- Go to [setpassword.clarkson.edu](http://setpassword.clarkson.edu) to reset your password for all applications (excluding AFS).

Note: Many other applications used for specific course work are loaded on the machines in the computer labs.

**Student Printing** All public access printing at Clarkson is controlled by Pcounter print accounting software. This software counts the number of pages being printed and charges them against the student printing account. All student printing accounts begin with the equivalent of 300 black and white pages each semester. Should you need, you can purchase additional pages by visiting the HelpDesk. You can charge your student account or pay using cash, check, or credit card. Charges include 8¢ for 8-1/2x11 B&W, 16¢ for 8-1/2x11 duplex and 75¢ for 8-1/2x11 color.

**Copyright Infringement** Clarkson University treats cases of copyright infringement, to include copying, possessing, sharing or distributing copyrighted works without permission, as **theft**. Copyrighted works include most music, movies and software. Violators are subject to loss of network privileges, fines, and referral to the Dean of Students for disciplinary action. To review the Clarkson University Acceptable Use Policy, please go to: <http://www.clarkson.edu/studentaffairs/regulations/ix.html#F>. You will be provided more information when you arrive on campus and during Freshman seminar.

**Computer Store** Network cables, wireless accessories, CDs, memory cards, network cards, printer cartridges, paper, memory sticks, software, TV tuner cards, DVD/CD burners, keyboards and mice - computer equipment and service are available through the OIT Computer Store located in the HelpDesk. Make a purchase or take advantage of our on-campus Lenovo and Dell certified technician if you need service for your PC.

**Other Support and Services** Visit the HelpDesk/Computer Store if you need to send a fax, increase your printer accounting balance, or change your AFS password. We can also troubleshoot network problems in your dorm room, and correct e-mail, Blackboard and PeopleSoft problems.

**Contact Us** We are located on the second floor of the Educational Resources Center. Call us at xHELP (315-268-4357). Our email address is [helpdesk@clarkson.edu](mailto:helpdesk@clarkson.edu). Visit our website: [www.clarkson.edu/oit](http://www.clarkson.edu/oit). Mailing address: Box 5585, 8 Clarkson Ave, Potsdam, NY 13699.