Computing After ResNet

@ Saint Mary's College

Congratulations!

Congratulations on your graduation from Saint Mary's College. ResNet would like to provide you with some helpful information as you transition from life as a Saint Mary's student to that of a college graduate.

Saint Mary's E-mail Accounts

With the move to Google's G Suite for Education, Information Technology is examining ways to allow students to retain an e-mail account associated with Saint Mary's. In the meantime, we are not planning to delete your Saint Mary's e-mail account until we can transition it to an alumnae e-mail account. Details for alumnae e-mail accounts have not been set.

ResNet suggests that, if you have not already done so, you create a personal e-mail account that is not associated with Saint Mary's College. This will provide you with another point of contact in case you get locked out of your Saint Mary's account, and offer you flexibility in what you use your accounts for (as an example, you could use your Saint Mary's account for alumnae activities and resumes, and your personal account for receiving corporate advertising messages).

Among the free e-mail account options available:

- Google Gmail: www.google.com
- Apple iCloud: www.icloud.com
- Microsoft Outlook.com: www.outlook.com
- Yahoo! Mail: mail.yahoo.com

Saint Mary's Network Drives (H: drives)

Your network drive will be deleted six months after graduation, with accounts expiring the December 1 immediately following graduation. Please take the time to save the files stored on your network drive to your computer's hard drive or a flash drive before you leave campus. Network drives are not accessible from off-campus.

You may wish to use a service such as Dropbox (www.dropbox.com), Google Drive (drive.google.com), or Microsoft OneDrive (onedrive.live.com) to store your personal files "in the cloud" (on a server, rather than on a hard drive or flash drive). Files stored with these services allow you to easily access your files from anywhere and share your files with others if you wish. All three work with Mac and Windows computers.

Dropbox advantages:

- Your files live both on your computer and on the server, giving you access to the files even when you don't have Internet access and providing an automatic backup of your data.
- Your files can be accessed via the web from any device with Internet access, and apps are available for iPhones, iPads, Windows mobile devices, and Android mobile devices.
- Your files automatically sync between your devices and the server, so you always have access to the latest versions of the files. Dropbox also keeps a 30-day history of your work if you need to revert to a previous version of a file.
- 2GB of free online storage.

Google Drive advantages:

- You use your personal Gmail account to access Google Drive. (For use after graduation, we recommend using Google Drive with a personal Gmail account instead of your Saint Mary's G Suite for Education account.)
- You can create documents, presentations, spreadsheets, forms, and drawings and save them without additional software. Google Drive can also open and allow you to edit files created in many other applications.
- Your files can be accessed via the web from Apple and Windows computers with Internet access, and apps are available for iPhones, iPads, Android phones.
- You can have multiple people view and edit a shared file at the same time.
- Google Drive tracks your edits, and you can view the revision history of a file.
- 15GB of free online storage (quota includes Gmail messages, attachments, and Google Photos). Google One is the subscription plan to pay for additional storage.

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OneDrive advantages:

- Integrated with Microsoft Office 365 products for saving and accessing files from computers and mobile devices.
- OneDrive is built into Windows 8.1 and Windows 10.
- 5GB of free online storage.

Educational Discounts on Software and Hardware

Please remember that the educational discounts on software and hardware you qualify for as Saint Mary's student expire at graduation. If you are continuing your education, you may be eligible for educational discounts through the college or university you will be attending. If you will be teaching next year, you may qualify for educational discounts through your employer.

To purchase an Apple computer with your educational discount prior to graduation, please visit http://www.apple.com/edu/saintmarys. Order online and you can choose to have the computer shipped to you or pick it up at a local Apple Store. Proceeds from ordering online will go to the Saint Mary's College General Fund.

Saint Mary's will be recommending Lenovo computers starting with the 2020/2021 academic year. As of spring break, we do not have an educational discount website available for our students to purchase Lenovo computers. If one is created prior to graduation, it will be linked from our ResNet website.

Microsoft Campus Agreement Software

Your Microsoft Office 365 ProPlus for Students license (which includes Word, PowerPoint, and Excel) will expire automatically 30 days after graduation. At expiration, the software will enter a reduced-functionality mode (files can be viewed but it will not be possible to edit or create new files) and the OneDrive associated with your Saint Mary's account will no longer be accessible.

You can obtain Microsoft Office 365 for your personal use from www.office.com. Please use a personal e-mail address (not your saintmarys.edu address) for your license.

- Check the system requirements before completing any license purchase.
- Monthly license: Pay monthly for a license for Microsoft Office products and services.
- Annual license: Pay annually for a license for Microsoft Office products and services. More cost-effective than 12 monthly license payments.

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- One-time purchase: Basic Office applications only (Word, PowerPoint, Excel) for use on a single computer. Does not include upgrades to newer versions that are released.

Bitdefender Security Software

Students who installed the Saint Mary's College-provided Bitdefender security software may continue to use the software on their personal computers following graduation.

Our licensing for Bitdefender includes Saint Mary's alumnae, and the instructions available at http://www.saintmarys.edu/virus will continue to be valid for as long as you retain your @saintmarys.edu e-mail account.

If you wish to use security software other than Bitdefender, ResNet recommends the following free virus/malware protection software to protect your computer:

- AVG Free for Windows: www.avg.com/us-en/free-antivirus-download
- AVG Free for Mac: www.avg.com/en-us/avg-antivirus-for-mac
- Avast Free Antivirus Software for Mac and Windows: www.avast.com
- Avira Free Antivirus for Windows: www.avira.com/en/free-antivirus-windows
- Avira Free Antivirus for Mac: www.avira.com/en/free-antivirus-mac
- ClamWin for Windows: www.clamwin.com
- Sophos Home for Mac and Windows: www.sophos.com/products/free-tools

As a reminder, you should only have one virus protection program installed on your computer at a time. Having multiple virus protection programs installed can cause software conflicts on your computer, resulting in slowness or your computer not booting correctly.

For additional malware scanning on personal computers, ResNet recommends Malwarebytes' software available at www.malwarebytes.com. The free versions of Malwarebytes' Mac and Windows software can be used to remove existing infections, are compatible with most virus protection software, and can be installed in addition to one other virus protection software application on a computer.

Malwarebytes' Premium software is an excellent option for paid virus/malware protection software, available for Mac and Windows computers for $40 a year. The Premium version of Malwarebytes offers proactive protection, and should be the only virus protection software installed on your computer. (Most virus/malware software, including those from McAfee and Norton/Symantec, have an annual subscription fee.)

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ResNet Support for Alumnae

While ResNet is unable to provide Saint Mary's alumnae with technical support for personally-owned devices, we would like to remind you that anyone can visit our ResNet FAQ (http://www.saintmarys.edu/resnet/resnetfaq) and review the information available there. Many of the issues addressed on the ResNet FAQ apply to anyone with a personal computer, and may be helpful to you in the future.

Tech Support in the "Real World"

If you are experiencing a problem with your personal computer, here are a few tips to help you find the best assistance for the issue:

Apple computers:

- Visit Apple's support website at support.apple.com for documentation, troubleshooting information, and to check your computer's warranty status.
- Schedule a Genius Bar reservation and take your computer to an Apple Store. You can find a complete list of Apple's retail stores at www.apple.com/retail.
- Find a local Apple Authorized Service Provider in your area via Apple's support website at support.apple.com.

Windows computers:

- Visit your computer manufacturer's support website.
  - Dell's support website is support.dell.com.
  - HP's support website is support.hp.com.
  - Lenovo's support website is support.lenovo.com.
- Most other support websites can be found via Google by typing in the name of the manufacturer and the word *support*.
- Take your computer to the place it was purchased if they offer support services.

All computers:

- You may wish to contact your renter's or homeowner's insurance company to verify that your computer is covered under your policy. Insurance may provide financial protection if your computer is dropped or otherwise damaged and needs repairs that are not covered under the manufacturer's warranty.
- Please make sure that you back up all of your personal data (documents, pictures, music, videos) before taking your computer in for service. Because it is cheaper for many service centers to erase or replace a computer's hard drive in order to resolve a problem, you may find that your files are missing when you get the computer back.

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- There are several free backup programs available that simplify and automate the process for using external hard drives to back up your files, including Apple's Time Machine, Microsoft's Automatic Backup/Complete PC Backup, and Microsoft's File Recovery/File History. Instructions for using these programs on your personal computer are available on the ResNet FAQ (www.saintmarys.edu/resnet/resnetfaq).
- We recommend the Western Digital brand of external hard drives for their reliability, portability, and ease of use. For backing up your computer, you should buy an external hard drive that is at least the same capacity as your computer's hard drive, and additional capacity is recommended to allow for multiple backups of your data.