



A Student's Guide for Bringing a Computer to Saint Mary's College



Information for Fall 2018

Last Updated: Friday, March 16, 2018



ResNet Computer Specifications

Recommended Configuration for Macs:

Mac OS X version 10.9 or later
or MacOS version 10.12 or later
Intel Core 2 Duo processor (includes older MacBooks and MacBook Pros)
or an Intel Core i5/i7 processor (includes current MacBook Airs and MacBook Pros)
2GB RAM or more
80GB hard drive or larger
Microsoft Office 2011 or 2016

Recommended Configuration for Windows:

Windows 10 Home **or** Windows 10 Pro
or Windows 8 **or** Windows 8 Pro
or Windows 7 Ultimate Edition
or Windows 7 Professional Edition
Intel Core 2 Duo processor
or an Intel Core i5/i7 processor
2GB RAM or more
80GB hard drive or larger
Microsoft Office 2013 or 2016

Recommended For All:

802.11 b/g/n/ac compatible wireless network access capability
10/100/1000 Base-T Ethernet (built-in or adapter)
Ethernet cable (RJ-45 connector)

To Contact ResNet:

resnet@saintmarys.edu
<http://www.saintmarys.edu/resnet>

Computers are integral to the living, learning, and teaching experiences at Saint Mary's College. While there are more than 300 computers available in the residence halls, computer clusters, labs, and classrooms, there is no substitute for having a computer for your personal use. *A Student's Guide for Bringing a Computer to Saint Mary's College* will provide you with the necessary information to buy a new computer for college or bring an existing computer to campus that will best fit your needs and that will connect easily to the campus-wide network.

This guide outlines the specifications required to connect a computer to Saint Mary's College's network, access Saint Mary's accounts and features on Google's G Suite for Education, and run network-related software as well as other standard software used by students. It also provides information to help you navigate through both the technical and personal options available to you when purchasing a computer.

When you purchase a computer, you need to spend quality time researching which brands, models, and options best fit your needs. This guide is here to help you find the best computer to match your needs at Saint Mary's College.

We strongly recommend that you wait to purchase a computer for college until you receive computer purchasing information from ResNet, which will be sent out in July. At that time we will be able to offer our specific computer recommendations for current Apple and HP models to help make your purchasing decisions easier, and you will be able to take advantage of new computer models, educational discounts, and special "Back to School" sales that our recommended vendors offer during the summer.

ResNet Basics

Please read this important page, even if you read nothing else in this guide:

ResNet supports the following operating systems:

- MacOS version 10.12 or later
(includes Sierra and High Sierra*)
- Mac OS X version 10.9 or later
(includes Mavericks, Yosemite, and El Capitan)
- Windows 7 Professional Edition
- Windows 7 Ultimate Edition
- Windows 8 Pro
- Windows 8
- Windows 10 Pro
- Windows 10 Home

Students who have computers with an unsupported operating system will be unable to receive technical assistance from ResNet. ResNet will assist students with the process of upgrading their computers' operating systems to a supported version if it is possible.

Computers with unsupported operating systems may not be able to connect to the ResNet network in the residence halls, access Saint Mary's e-mail, or use features of Google's G Suite for Education. Netbooks (including Chromebooks), low-end computers, and older computers could be affected.

ResNet provides basic support for iOS devices (including Apple's iPad and iPhone), including assistance with issues involving connecting to the ResNet and BelleAire wireless networks and setting up the device to access Saint Mary's e-mail.

ResNet is unable to perform hardware repairs for students, regardless of the brand or model of device.

** Apple historically releases a new version of their operating systems annually. ResNet plans to support the new version of MacOS upon its release.*

Finding ResNet's Recommended Computers

In July, ResNet will make specific computer recommendations for current Apple and HP computer models to help make your purchasing decisions easier. This information will be sent to incoming students' Saint Mary's e-mail accounts when it becomes available. You can also view our recommended computer models on our ResNet website at <http://www.saintmarys.edu/resnet>.

ResNet Frequently Asked Questions

What is ResNet?

ResNet refers to the student computer network on campus at Saint Mary's College and the team that supports it. ResNet support is available to assist any student who requests our help with technology during the academic year. ResNet at Saint Mary's College provides:

- A personal 100Mbps wired network and Internet connection for every student living in the residence halls.
- 802.11n/ac wireless network and Internet access in all of the residence halls.
- Detailed instructions for connecting to the network.
- Free virus protection software for your personal computer (Bitdefender security software for Mac and Windows computers).
- ResNet Computer Consultants (RCCs) who are available to assist with connecting your computer to the network and other basic technology questions. RCCs will also assist students with the removal of malware infecting their computers.
- The ResNet Office and the ResNet Helpline, which are staffed in the afternoons and evenings during the academic year by RCCs six days a week for immediate troubleshooting assistance. No appointments are necessary.

Saint Mary's College and Information Technology also provide students with:

- A Saint Mary's e-mail account that is accessible from any computer (and many mobile devices) with access to the Internet.
- Access to Google's G Suite for Education for communication and collaboration tools, with unlimited cloud storage for e-mail and Google Drive.
- Microsoft Office 365 ProPlus for Students licenses provided for free to our students. Office 365 ProPlus offers full versions of current Microsoft Office software that can be installed on students' personally-owned computers and mobile devices.
- Disk space on our network (referred to as a "personal network drive"), where students can save their files. This space is accessible from any networked computer on campus, eliminating the need to carry flash drives or other media across campus from computer to computer. This network space is also backed up by Information Technology every night, which makes it a secure place for important papers and other files.
- Wireless network and Internet access in all of our academic buildings (including classrooms).
- Over 300 computers in our campus computer clusters - areas with networked Mac and Windows computers that have many popular and course-specific software packages installed on them. Any Saint Mary's student can use the computers in the clusters, and there are clusters available in the library, classroom buildings, and each residence hall. Many of these computers are available twenty-four hours a day, seven days a week. Even if they own a personal computer, students will often work in the computer clusters because of the software and hardware available. The clusters also provide a study space away from the distractions of a residence hall room.

How much does ResNet cost?

Saint Mary's College does not charge a fee for ResNet access or for any technical assistance provided by the RCCs. The only costs students may incur include the cost of a computer that meets or exceeds the minimum requirements for ResNet access (including a supported operating system) and an Ethernet cable - all of which enable the computer to communicate on our network and be a productive resource. Saint Mary's College does not provide assistance with hardware problems on students' computers, and students will be directed to the computer manufacturer for hardware assistance.

Are students required to bring a computer to Saint Mary's College?

No, but owning a computer will greatly enhance your years at Saint Mary's College - both academically and socially. Students use computers daily to communicate via e-mail and messaging (text and video chat), access library reference materials, participate in on-line discussions, research information using the Internet, access syllabi and lecture materials, analyze data, register for classes, and write papers. ResNet at Saint Mary's College provides each student with a connection to our high-speed campus-wide network from her residence hall so she can conveniently accomplish all of these activities from her personal computer or other Internet-capable device.

How many students bring a computer to campus and connect to ResNet?

At the beginning of each academic year, more than 97% of our students who live in the residence halls have a personal computer connected to ResNet. The number of connections increases as the academic year progresses, and by the end of the spring semester, approximately 99% of our students who live in the residence halls have a personal computer connected to ResNet.

What are your recommended ResNet computer specifications for 2018/2019 for undergraduate students?

Our recommended ResNet computer specifications for Mac computers include:

- 🍏 Mac OS X version 10.9 or later
or MacOS version 10.12 or later
- 🍏 Intel Core 2 Duo processor (includes older MacBooks and MacBook Pros) **or** an Intel Core i5/i7 processor (includes current MacBook Airs and MacBook Pros)
- 🍏 2GB RAM or more
- 🍏 80GB hard drive or larger
- 🍏 Microsoft Office 2011 for Mac **or** Microsoft Office 2016 for Mac

Our recommended ResNet computer specifications for Windows computers include:

- 🍏 Windows 10 Pro **or** Windows 10 Home
or Windows 8 Pro **or** Windows 8
or Windows 7 Professional Edition **or** Windows 7 Ultimate Edition
- 🍏 Intel Core 2 Duo processor **or** an Intel Core i5/i7 processor
- 🍏 2GB RAM or more
- 🍏 80GB hard drive or larger
- 🍏 Microsoft Office 2013 for Windows **or** Microsoft Office 2016 for Windows

Our recommended specifications for all computers include:

- 🔊 802.11 b/g/n/ac compatible wireless network access capability
- 🔊 100 Base-T Ethernet (including 10/100 and 10/100/1000Base-T Ethernet) - built-in or adapter
- 🔊 Ethernet cable (UTP, 10-Base-T, RJ-45 connector)

What are your recommended ResNet computer specifications for 2018/2019 for graduate students?

Our recommended ResNet computer specifications for graduate students in the Doctorate of Nursing Practice and Master of Science in Speech Pathology programs are the same as as our recommended ResNet computer specifications for undergraduate students.

The Master of Science in Data Science program may have system requirements that exceed our recommended computer specifications. The recommended computer specifications for the Data Science program will be shared by the program to its students.

Why are your recommended ResNet computer specifications so high?

Saint Mary's College has both minimum and recommended computer specifications. Computers meeting or exceeding our recommendations can be expected to meet a student's needs for four years. Most new computers will meet or exceed our recommendations. Computers meeting our minimum specifications will most likely not meet a student's needs beyond two years and may require hardware or software upgrades.

Computers are a major college purchase, and we hope that the computer you bring for your first year at Saint Mary's College will last throughout your four years here. If you purchase a high-end or "business-class" computer now, it will likely still meet your personal computing needs during your senior year. If you purchase a lower-end or "home use" computer, you may need major hardware and software upgrades, if not a new computer, before you graduate to meet your personal computing needs.

Computers, like most things, will last longer if they are of higher quality. This is why we recommend Apple and HP computers. We know that they will work on our network, that they are reliable computers, and that students have had positive experiences with their warranty/repair services. During the summer, ResNet will make specific computer recommendations for current Apple and HP computer models to help make your purchasing decisions easier.

If you are purchasing a new computer, please ensure that it meets all our computer specifications first, including a supported operating system, before considering the computer's physical appearance. We have had students purchase particular models of computers because they were available in their favorite color, but the color of a computer does not ensure that the computer will actually meet a student's needs. ResNet's specific computer recommendations for current specific Apple and HP computer models will likely not match a student's favorite color, but selecting a colorful laptop case will give a student an opportunity to display her personal style and still have a computer that will meet her needs.

Should I get a notebook/laptop computer or a desktop computer?

Both notebook/laptop and desktop computers are welcome at Saint Mary's College. Approximately 99% of Saint Mary's students on ResNet owned notebook computers during the 2017/2018 academic year.

Notebooks have the convenience of portability. A student can take her notebook computer home on breaks and over the summer, and she can even take it with her if she spends a semester or year abroad. She can bring her notebook to the library and to other locations on campus where network connections are available. Most students do not bring their notebook computers with them to their classes, but they do bring them when they go to study in locations other than their room.

In addition to the ResNet wireless network in the residence halls, Saint Mary's College has a wireless network, BelleAire, available in various locations on campus, including Noble Family Dining Hall, Student Center, Cushwa-Leighton Library, and the academic buildings (including classrooms). Students with notebook computers with wireless network access will be able to take advantage of this resource.

Students who plan to study abroad, who expect to participate in activities such as athletics, or who hope to have internships either away from campus during the academic year or away from home during the summer may prefer the mobility that a notebook computer offers.

Saint Mary's College does not have problems with notebook theft on campus. We strongly encourage students to use notebook locks to secure their computer any time they are not actively using it. Students should also lock down their computers when they bring them to publicly-accessible areas such as the library or while they are kept in their residence hall rooms.

Desktops are not portable, but they are less fragile, less expensive, offer larger monitor options, and have greater upgrade potential.

Should I get a Mac or a Windows computer?

Both Mac and Windows computers can be connected to our network if they meet the requirements listed in this guide, and both are equally supported on campus. Approximately 70% of students on ResNet had a Mac computer and 30% had a computer running Windows during the 2017/2018 academic year.

The decision to purchase a Mac computer or a Windows computer is a personal one. Regardless of major, Saint Mary's students will be exposed to both computer platforms while they are on campus.

One thing to consider when purchasing a computer is the prevalence of viruses and spyware/adware on computers. At this time, there are only a handful of computer viruses that affect Mac computers, and over one million virus threats to Windows computers (with approximately 1000 viruses actively spreading monthly). The amount of other malware for Windows computers is also significantly higher than for Mac computers. Students with Windows computers will spend much more time removing these problems from their computers and spending time on preventative maintenance than Mac users.

Every residence hall on campus has at least one ResNet computer cluster with Mac and Windows computers. Public computer clusters also have both Windows and Mac computers.

What about tablet devices such as Apple's iPad or Amazon's Kindle Fire?

Devices such as Apple's iPad and Amazon's Kindle Fire should be viewed as complements to a student's computer, rather than as a replacement for a student's computer.

ResNet provides basic support for iOS devices (including Apple's iPad and iPhone), including assistance with issues involving connecting to the ResNet and BelleAire wireless networks and setting up the device to access Saint Mary's e-mail.

Amazon's Kindle Fire, Microsoft Surface tablets, and other non-iOS tablet devices are not supported by ResNet. In most cases, these tablet computers can be successfully connected to the wireless network on campus, but at this time ResNet cannot provide any technical assistance if problems arise.

Google Chromebooks are also not supported by ResNet. Chromebooks may have difficulties connecting to the network, and at this time ResNet cannot provide any technical assistance if problems arise.

Will any version of Microsoft Windows work on ResNet?

Saint Mary's College recommends and supports Windows 10 Pro, Windows 10 Home, Windows 8 Pro, Windows 8, Windows 7 Professional Edition, and Windows 7 Ultimate Edition.

All six of these versions of Microsoft's Windows operating system will meet the needs of students connecting a new computer to the Saint Mary's network. The choice between the supported Windows operating systems is up to the student, her personal computing needs, and the abilities of the purchased computer.

If you chose to buy a new computer running Windows, ResNet strongly recommends purchasing a computer that already has a supported version of the Windows operating system installed.

ResNet supports both Windows 10 Home and Windows 10 Pro. New computers with Windows will likely have either Windows 10 Home or Windows 10 Pro pre-installed. (Windows 10 Mobile is a version of Windows 10 available for smartphones and small tablet devices and that operating system is not supported by ResNet. Windows 10 S is a version of Windows 10 that has a locked-down configuration, but a Windows 10 Pro upgrade can be purchased to enable unrestricted software installation. Other versions of Windows 10 are also not supported.)

ResNet encountered many issues during previous academic years with several computer manufacturers not having updated hardware drivers available for or compatible with Microsoft's newest operating systems. This created problems when students' computers were upgraded from unsupported versions of Windows to be compatible with our network. New computers that did not have a supported Windows operating system pre-installed during the 2015/2016 academic year averaged more than three hours in the ResNet Office to complete the upgrade process, and students are required to be present in the ResNet Office while their computers are being upgraded. The length of time varies by computer manufacturer, model, and availability of hardware drivers. *(As of the date this guide was last updated, the ResNet Office has not performed any upgrades to supported operating systems during the 2016/2017 and 2017/2018 academic years.)*

Saint Mary's College does not support Windows 7 Starter Edition or Windows 7 Home Premium Edition. These operating systems will prevent students from accessing and installing major components of the Saint Mary's College network, including personal network drives, course-related software, and the virus-protection software provided to all students. Students bringing computers with Windows 7 Starter or Windows 7 Home Premium will be told to purchase an upgrade to Windows 7 Ultimate Edition or upgrade to Windows 10.

Please note that not all computers that are sold with Windows 7 Starter or Windows 7 Home Premium Editions can be upgraded to Windows 7 Ultimate Edition or Windows 10. Please verify on your computer manufacturer's website that your computer will be compatible with the upgraded operating system. Students are expected to confirm the compatibility of their own computers before purchasing the Windows 7 Ultimate Edition Upgrade.

Saint Mary's College does not support any version of Windows XP or Windows Vista. These operating systems are no longer supported by Microsoft, and as a result we are unable to provide support for them as well. Students bringing computers with any version of Windows XP or Windows Vista installed will be told to purchase an upgrade to Windows 7 Ultimate Edition or upgrade to Windows 10.

Do I qualify for educational pricing on computer hardware or software?

Yes. As a student at Saint Mary's College, you qualify for educational pricing with some computer and software vendors.

ResNet will make specific computer recommendations for current Apple and HP computer models to help make your purchasing decisions easier. **Our recommendations for specific models will be available in July and will be both listed on our ResNet website, ResNet Facebook page, and e-mailed to incoming Saint Mary's students. We strongly encourage you to wait until this information is available from us before purchasing a computer for college.** The pricing for our recommended models will include educational discounts and any special offers the vendors may offer.

Saint Mary's College offers *Microsoft Office 365 ProPlus for Students* for free to our students. Office 365 ProPlus offers full versions of Microsoft Office software to be downloaded and installed on students' personally-owned Mac OS X and Windows computers. Versions of Microsoft Office for mobile devices are also included with Office 365 ProPlus. After a license has been assigned, a Saint Mary's student can install Office 365 ProPlus software on up to five personally-owned computers and five personally-owned mobile devices. Students must show their Saint Mary's ID card to verify their eligibility for this program and sign an agreement to obtain the license. The software can then be downloaded directly from Microsoft.

What is Microsoft Office 365?

Saint Mary's College offers *Microsoft Office 365 ProPlus for Students* for free to all current Saint Mary's students.

Office 365 ProPlus offers full versions of current Microsoft Office software that can be downloaded and installed on students' personally-owned computers. Versions of Office for mobile devices are also included with Office 365 ProPlus.

Office 365 ProPlus provides the current version of Microsoft Office when you install it locally on your computer. Previous versions of Microsoft Office may be available at Microsoft's discretion.

The Office 365 ProPlus software can be installed on up to five devices that you personally own. Computers, iPhones and iPads, Android phones, Microsoft 8 and Windows RT tablets, and Windows phones are all devices eligible to have Microsoft Office 365 software installed. A list of system requirements necessary for Microsoft software, including software available through Office 365 ProPlus, is available at <http://www.saintmarys.edu/resnet/resnetfaq/microsoftspecs.html>.

Only current Saint Mary's students (undergraduate and graduate) are eligible for the Microsoft Office 365 ProPlus for Students license. The Office 365 ProPlus software will expire automatically 30 days after your student affiliation with Saint Mary's College ends. Your student affiliation with Saint Mary's College ends if you leave the College for any reason, including 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.

Licenses for *Microsoft Office 365 ProPlus for Students* can be requested during during the academic year when the ResNet Office is open. Students must show their Saint Mary's ID card to verify their eligibility for this program and sign an agreement to obtain the license. The software can then be downloaded directly from Microsoft.

When should I buy a new computer?

We strongly recommend that students wait to purchase a computer until you receive computer purchasing information from ResNet, which will be sent out in July. At that time we will be able to offer our specific computer recommendations for current Apple and HP models to help make your purchasing decisions easier, and you will be able to take advantage of new computer models, educational discounts, and special "Back to School" sales our vendors offer during the summer.

Our recommended Apple and HP computer models will be listed on our ResNet website at <http://www.saintmarys.edu/resnet>. This information will be sent to incoming students' Saint Mary's e-mail accounts and posted on our ResNet Facebook page when it becomes available.

What if I already own a computer?

If you already own a computer that meets the minimum specifications listed, it should connect to the campus network.

- A Mac computer with an Intel processor running Mac OS X version 10.9, at least 2GB of RAM, a 80 GB hard drive, an installed 10/100Base-T Ethernet card (for a wired network connection), and an 802.11g/n/ac wireless network access compatibility meets the minimum requirements need to connect to our network.
- A computer running Windows 7 or later, at least 2GB of RAM, a 80 GB hard drive, an installed 10/100Base-T Ethernet card, (for a wired network connection), and an 802.11g/n/ac wireless network access compatibility meets the minimum requirements need to connect to our network.

Computers meeting the above requirements may connect to our network and check e-mail, but may not be able to run all of the course-related software provided or access all of the networked College systems. Computers meeting only the minimum specifications will most likely not meet a student's needs beyond two years. These minimum specifications are necessary to access Saint Mary's G Suite for Education, and are enough for a computer to run Microsoft Office 2013 for Windows or Microsoft Office 2011 for Mac.

If your computer does not meet these specifications, you may need to upgrade its software or components for compatibility with the campus network and communication tools or purchase a new computer.

How do I find out the specifications of my current computer?

Instructions for checking the system specifications for your personal computer (running Mac OS X, Windows 10, Windows 8, or Windows 7) are available at <http://www.saintmarys.edu/resnet/checkingspecs.html>.

Will my computer need an Ethernet connection?

An Ethernet connection is recommended to connect to our ResNet network. While all of the residence halls offer wireless access, the wired network can provide a more reliable and faster connection for high-bandwidth activities (such as video streaming).

Manufacturers are moving away from having Ethernet built-in because it impacts the size and weight of notebook computers. For those computers without Ethernet built-in, we recommend purchasing the appropriate adapter to enable those computers to be able to connect to the wired ResNet network for the fastest and most reliable connection while performing high-bandwidth activities (such as streaming video and other media).

Students wishing to purchase one of the newest Apple laptop models will need to purchase an Ethernet adapter. Depending on the model of Apple computer you select, you will need one of the following adapters to access the ResNet wired network:

- Apple Thunderbolt to Gigabit Ethernet Adapter (for any Mac with Thunderbolt and no built-in Ethernet)
- Apple USB Ethernet Adapter (for any Mac with USB ports and no built-in Ethernet)
- Belkin USB-C to Gigabit Ethernet Adapter (for any Mac with USB-C ports and no built-in Ethernet)

Students wishing to purchase a computer running Windows that does not have built-in Ethernet will need to purchase a USB Ethernet adapter so they can access the ResNet wired network. These adapters can be found at major retailers that sell technology accessories.

Students will need to purchase an Ethernet cable, which can be purchased at the Shaheen Bookstore (on campus), Best Buy, or other major retailers that sell technology accessories. We recommend a 25-foot cable so it will be long enough no matter how a student configures her residence hall room each year.

What software will I need?

All of the applications required to connect to the campus network, e-mail, and the Internet will be made available to each student at no charge to install on her personal computer.

All original operating system disks, CDs, and manuals for your computer should be brought from home. If you have upgraded your system software, please bring the upgrade disks to campus, too. System disks may be required in order to connect to our network and will not be provided by Saint Mary's College. Original system and software disks are also frequently needed by ResNet when a student requests technical assistance with her computer. If the disks are not in the student's possession, it can delay ResNet's ability to provide assistance until the disks are obtained by the student.

Saint Mary's College strongly recommends that students use Microsoft Office (which includes Word, Excel, and PowerPoint) while on campus. Saint Mary's College offers Microsoft Office 365 ProPlus for Students for free to our students, which includes full versions of current Microsoft Office software that can be installed on students' personally-owned devices. Using Microsoft Office rather than other word processing, spreadsheet, and presentation software packages is strongly recommended because it is compatible with our public computers and is also used by faculty and administrators at the college.

The computers in Saint Mary's computer clusters and classrooms have Microsoft Office 2016 for Mac and Microsoft Office 2016 for Windows installed for the 2017/2018 academic year, and we expect that the versions will remain the same for the 2018/2019 academic year.

A list of system requirements necessary for Microsoft software, including software available through Office 365 ProPlus, is available at <http://www.saintmarys.edu/resnet/resnetfaq/microsoftspecs.html>.

How can I protect my computer from viruses and malware?

Saint Mary's College requires all computers connected to ResNet to have anti-virus/anti-malware/security software installed and kept up to date. We provide Bitdefender security software for Windows and Mac OS X/MacOS at no charge for all students to install on their personal computers.

If a computer on ResNet is infected with a virus or malware (malicious software) and attempts to spread the infection on the network, it will be disconnected from the network (including Internet, e-mail, network drives) until the offending software has been removed and ResNet has verified that the computer is clean. This is done to reduce the number of infections on the network and the impact the infections may cause.

How can I protect my computer from theft?

Saint Mary's College does not have problems with computer theft when students take reasonable precautions. ResNet strongly recommends that students lock their residence hall rooms and purchase laptop locks for their notebook computers. A basic laptop lock is a coated steel cable that connects to the computer through a special slot (the slot is standard on most current laptops) and secures the computer to a large or immobile object, such as a desk. Laptop locks are available with keys (recommended) or with combinations. Laptop locks with alarms or other special features are unnecessary.

How can I protect my computer from damage?

Saint Mary's College strongly recommends that you purchase an extended warranty from the manufacturer to cover the life of the computer (three or four years). Depending on the brand of computer and the coverage available, this can provide technical assistance with hardware and software problems that may occur during the time you own your computer. Saint Mary's College does not provide assistance with hardware problems on students' computers, and students will be directed to the computer manufacturer for hardware assistance.

Saint Mary's College also recommends that students' computers be added to their families' home owner's or renter's insurance policies. The coverage may be an additional cost, but depending on the policy, it may cover issues such as a broken screen, spilled liquid in the computer, or problems stemming from dropping the computer that the computer warranty may not cover. Please contact your insurance company for more information.

Will there be help available for connecting to ResNet?

Yes!

During the beginning of the academic year at Saint Mary's College, ResNet distributes information packets (referred to as the "Purple Packet") to all incoming students with instructions for connecting your computer and installing the network software. All software applications required to connect to the campus network, e-mail, and the Internet are free. Students are encouraged to set up their own computers, and most students are able to easily install the software and connect their personal computers to the Saint Mary's College network with the instructions provided. ResNet Computer Consultants (RCCs) are available during orientation and throughout the academic year to provide individual assistance when necessary.

Please do not attempt to configure your computer for network connectivity at Saint Mary's before you arrive on campus and receive the instructions for connecting to ResNet.

Can non-computer devices be connected to the ResNet network?

Students can connect personal non-computer devices to the ResNet network, including smartphones and tablets.

Students can also connect some media and gaming devices to the ResNet network. (Examples include Apple TV, Blu-ray player, Playstation, smart television, and Xbox devices). We strongly recommend that students connect their media and gaming devices to the wired ResNet network via an Ethernet cable

for best performance. ResNet cannot provide any technical assistance if problems arise with media and gaming devices.

Google Chromecast devices are not compatible with the ResNet wireless network on campus.

Will I need my own printer?

Students do not need to bring personal printers to campus. Laser printers are available in most of the computer clusters and classrooms on campus, and multiple printers are available to students 24/7 during the academic year. Some Saint Mary's students prefer to own a personal printer for convenience. If they are brought to campus, personal printers will need to be connected via USB cable, as wireless printing is not supported in ResNet.

Does ResNet support or provide wireless Internet access everywhere on campus?

Wireless network and Internet access is available across campus. In addition to the ResNet wireless network in the residence halls, Saint Mary's College has a wireless network, BelleAire, available in various locations on campus, including Noble Family Dining Hall, Student Center, Cushwa-Leighton Library, and the academic buildings (including classrooms). Students with notebook computers equipped with wireless network access will be able to take advantage of this resource.

Students may not connect personal wireless access points, routers, or other wireless network sharing devices (including Apple's Airport, Cisco's Aironet, Netgear's RangeMax, Linksys' Wireless Routers, and other wireless base stations) to ResNet because of the problems they create on our network. Students who connect wireless access points or similar items to ResNet may lose their network connection until their personal wireless access points have been permanently disconnected.

Students should not configure their personal mobile devices as hotspots on campus.

What kind of wireless networking would I need to connect to BelleAire, Saint Mary's wireless network? Is it the same for the wireless ResNet network in the residence halls?

BelleAire is our wireless network in the academic buildings (including classrooms), and it has 802.11g, 802.11n, and 802.11ac access points. To connect to BelleAire, your computer will need wireless access that is compatible with 802.11g, 802.11n, or 802.11ac wireless networking standards. 802.11a wireless network devices will not connect to BelleAire.

The wireless ResNet network in the residence halls has 802.11n and 802.11ac access points, and is compatible with 802.11g, 802.11n, and 802.11ac wireless networking standards. 802.11a wireless network devices will not connect to the ResNet wireless network.

Can I use my existing e-mail account (AOL, Gmail, Yahoo, etc.) while at Saint Mary's College?

All current students are automatically given a Saint Mary's e-mail address, and this address can be used to send and receive e-mail anywhere in the world. A student must use her Saint Mary's e-mail account for all e-mail correspondence with Saint Mary's College, including faculty and staff. If a student

uses a personal account (AOL, Gmail, Yahoo, etc.) to e-mail a faculty or staff member, the faculty or staff member may not respond. Notices regarding College closings, severe weather, and other emergencies will be distributed only to Saint Mary's e-mail accounts. Access to non-Saint Mary's e-mail accounts is not blocked, and students may continue to use those accounts if they wish.

Saint Mary's College uses Google's G Suite for Education for e-mail and collaboration tools, and our students enjoy unlimited quota for e-mail and Google Drive.

Should I buy a USB flash memory drive/memory stick?

Saint Mary's students, faculty, and staff have embraced USB flash memory drives/memory sticks due to their portability and ease of use. All of the public computers on campus have multiple USB ports you can connect these drives to. ResNet is seeing more students purchase 8GB or larger USB flash memory drive/memory sticks as they become more affordable.

When purchasing a USB flash memory drive/memory stick, Saint Mary's College recommends drives that come with a 5-year or lifetime warranty, including those made by companies such as Crucial and Kingston. The ResNet Computer Consultants (RCCs) use Kingston DataTraveler flash drives, and they are available for purchase on Amazon and at the Shaheen Bookstore.

Should I buy an external hard drive for backing up my data?

Students are responsible for backing up their own data on their computer. The ResNet Office can guide students through the process of backing up data but will not complete the backup process for students. There are several backup programs available that simplify and automate the process, including Apple's Time Machine, Microsoft's Automatic Backup/Complete PC Backup, and Microsoft's File Recovery/File History (which are included with our recommended Mac OS X/macOS and Windows operating systems), that use external hard drives to back up your files.

Saint Mary's College recommends the Western Digital Passport drives for their reliability, portability, and ease of use. The Information Technology staff use various Western Digital external hard drives, and Western Digital drives are available for purchase on Amazon and at the Shaheen Bookstore. 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.

Do you allow music downloads on ResNet?

Students are welcome to use Apple's iTunes, Amazon, Netflix, and other legal sources to download or stream music and videos on ResNet.

Saint Mary's College does not permit students to use P2P (peer-to-peer) file sharing applications or even have such software installed on their personal computers if they wish to connect to the campus network (ResNet and BelleAire).

Saint Mary's College receives multiple cease-and-desist letters annually from the Recording Industry Association of America (RIAA), Motion Picture Association of America (MPAA), and other copyright holders regarding students who are downloading/sharing/serving copyrighted materials on our campus. If Saint Mary's College is notified by a copyright holder (or their designate) that a student is offering copyrighted materials for download, the student's network connection will be disabled to ensure immediate compliance with the copyright holder's request. The student will be contacted by Student

Affairs regarding the situation. The student's network connection will only be re-enabled after authorization is given by Student Affairs.

If subpoenaed, the College is required to provide a student's personal information to the copyright holder so that individual/entity may take possible legal action against her. Penalties for violating copyright law could range as high as \$250,000 and five years in prison and/or up to \$150,000 per copyrighted work distributed without permission.

Is information about ResNet available online?

Yes! This guide and additional information about ResNet at Saint Mary's College are available on the ResNet website at <http://www.saintmarys.edu/resnet>.

Whom Do I Contact If I Have Questions?

Additional information about ResNet at Saint Mary's College can be found on the ResNet website at <http://www.saintmarys.edu/resnet>.

You are also welcome to contact ResNet directly at resnet@saintmarys.edu or 574-284-5319.

Questions can also be sent to Kathy Hausmann, Associate Director of Technology Support Services, at kathy@saintmarys.edu.

ResNet Shopping Guide

We strongly recommend that students wait to purchase a computer until you receive computer purchasing information from ResNet, which will be sent out in July.

At that time we will be able to offer our specific computer recommendations for current Apple and HP models to help make your purchasing decisions easier, and you will be able to take advantage of new computer models, educational discounts, and special "Back to School" sales our vendors offer during the summer.

Our recommended ResNet computer specifications for Mac computers include:

- 📍 Mac OS X version 10.9 or later
or MacOS version 10.12 or later
- 📍 Intel Core 2 Duo processor (includes older MacBooks and MacBook Pros)
or an Intel Core i5/i7 processor (includes current MacBook Airs and MacBook Pros)
- 📍 2GB RAM or more
- 📍 80GB hard drive or larger
- 📍 Microsoft Office 2011 or 2016 for Mac

Our recommended ResNet computer specifications for Windows computers include:

- 📍 Windows 10 Home **or** Windows 10 Pro
or Windows 8 **or** Windows 8 Pro
or Windows 7 Professional Edition **or** Windows 7 Ultimate Edition
- 📍 Intel Core 2 Duo processor **or** an Intel Core i5/i7 processor
- 📍 2GB RAM or more
- 📍 80GB hard drive or larger
- 📍 Microsoft Office 2013 or 2016 for Windows

Our recommended specifications for all computers include:

- 📍 802.11g/n/ac compatible wireless network access capability
- 📍 100 Base-T Ethernet (including 10/100 and 10/100/1000Base-T Ethernet) - built-in or adapter
- 📍 Ethernet cable (UTP, 10-Base-T, RJ-45 connector)

Other Computer-Related Items Students May Need or Want

- 📍 Lockdown device for laptop
- 📍 Laptop carrying case
- 📍 External hard drive for backing up data
- 📍 USB flash memory drive/memory stick
- 📍 Additional computer software
- 📍 External CD/DVD drive
- 📍 Personal printer, USB printer cable, printer paper, and toner
- 📍 Computer cleaning materials

To Contact ResNet:

- 📍 resnet@saintmarys.edu
- 📍 574-284-5319
- 📍 <http://www.saintmarys.edu/resnet>