

Computer FAQ for Incoming Students

For more in-depth information, please visit our web site, <http://www.snc.edu/techsupport>, and feel free to contact us if you have any further questions.

Bringing a Computer to Campus

Do I need a computer?

You are not required to bring your own computer, but most students do. The campus has several computer labs you can use, which are open seven days a week and are rarely full.

Teacher Education Mac laptop requirement

All students in the Teacher Education program are required to purchase Macintosh laptops. For more information, see their web site at <http://www.snc.edu/education/technology.html>.

What kind of computer should I buy? Can I get a discount?

The College has set up online stores with discounts on Dell, HP, and Apple. Other computer companies may also offer student/education discounts, so if you're shopping elsewhere, don't forget to ask about these discounts. For more details and links to our online stores, go to <http://www.snc.edu/go/buycomputer>.

Windows or Mac?: Choose whichever one you're comfortable with. You can do almost anything on either platform, and we have both in our labs, so you'll always have access to the other type if needed.

Exception: Teacher Education students are required to have Macintosh laptops.

What are the computer requirements?

Whether you're buying a new computer or bringing one you already have, these are the requirements:

Hardware: The only hardware requirement for connecting to the campus network is an Ethernet network connector/interface. All modern computers have this built in. You'll also need your own network (CAT5 or CAT6 Ethernet) cable. Cables can be purchased at the Tech Support Help Desk, the College Bookstore, computer and office supply stores, and many department stores. We recommend buying a 25-30' cable, so that you can use it throughout your time at the College, regardless of where you live.

Operating System: We support Windows XP, Windows Vista, and Macintosh OS 10.3 (Panther) or later.

Anti-virus software: In order to connect a Windows computer to the Internet, our setup process requires you to install the College's version of McAfee VirusScan (free). In order to do this, all other anti-virus software **must** be uninstalled. Therefore, you should **not** buy any anti-virus programs or subscriptions for a computer that you're bringing to campus.

Restore/Resource CDs: When buying a computer, be sure to get whatever "restore" or "resource" CDs are available. These disks contain all of the information necessary to restore functionality in the event of a major system problem. When setting up your computer for the first time, if you are given the opportunity to create restore CDs, do so. When you bring your computer to campus, bring along all of the CDs and manuals that came with it: the "restore" CD (or restore procedure instructions), operating system CD, "resource" CD with drivers, and software that came with the computer. The restore CD or procedure instructions are required in order to use our repair service.

What other programs should I have?

Microsoft Office: If you're buying Microsoft Office, be sure to look at our discounted software purchase vendor(s) first. These are probably the lowest prices you'll find for Microsoft Office and other software. For details and links to the online store(s), see <http://www.snc.edu/techsupport/docs/software.html>.

Anti-spyware: Spyware is the biggest problem we see on computers. We strongly recommend that everyone use anti-spyware software. We use several free programs. Links to download them are on our Downloads page at <http://www.snc.edu/techsupport/downloads.html>.

Computer Accounts, Passwords, & E-Mail

How do I get a computer account & password?

Your computer account has already been created. To activate your account, go to the Computer Account Management page, <http://www.snc.edu/pw>, and click on "Activate your account." You'll need to enter your SNC ID number, date of birth, and the last 4 digits of your Social Security Number. There, you'll be given your network login ID, "Zimbra" e-mail username, and e-mail address, and set up your initial password (which will expire every 6 months). Your network login ID is usually the first 4 letters of your last name followed by your first and middle initials. This is used to log in to the campus network and access certain campus web pages. You use the same password for the network and e-mail.

What's my e-mail address?

SNC e-mail addresses are in the format *firstname.lastname@snc.edu* or *nickname.lastname@snc.edu* (e.g., *donald.duck@snc.edu* or *don.duck@snc.edu*). You'll be given your address when you activate your account.

How do I get my SNC e-mail?

Once you activate your account, you can access your SNC e-mail through Zimbra, at <http://www.snc.edu/zimbra>, from any computer on the Internet. For more information, see <http://www.snc.edu/techsupport/docs/email.html>. Note that to log in to Zimbra, you use your Zimbra username, which is your *firstname.lastname* from the beginning of your e-mail address (e.g., *donald.duck*).

Do I have to use my SNC e-mail?

Yes! You should start regularly checking your SNC e-mail account now. E-mail is an official method of communication at St. Norbert College. Many instructors and campus departments communicate important information only via e-mail, and if you don't check your SNC e-mail, you won't receive that information. For more information, see the Student E-mail Policy, available on our web site.

Computer Labs

Computer labs are in Cofrin Hall, the Bemis International Center, the Bush Art Center, the JMS Science building, and the Library. Labs are available 7 days a week during the semester, and some labs have extended hours the last 3 weeks of each semester. See our web site for a complete schedule.

Wireless

Wireless Internet access is available in most campus buildings and the public lounges/study rooms of most of the Residence Halls. In Residence Hall rooms, students may install their own wireless routers, provided they read our policy, configure the equipment properly, and complete a Wireless Access Point Application Form. For more information, see <http://www.snc.edu/techsupport/docs/wireless.html>.

Contacting Tech Support

We're here to help! If you need computer assistance, feel free to call or e-mail the Help Desk any time. Please visit our web site for handouts and instructions on many computer-related topics.

Technology Support Services
St. Norbert College
100 Grant Street
De Pere, WI 54115

Help Desk Phone: (920) 403-HELP (4357)
Help Desk E-mail: helpdesk@snc.edu
Department Web Site: <http://www.snc.edu/techsupport>
Service Request Form: <http://www.snc.edu/service>

