

STUDENT COMPUTER INFORMATION

Information Services

Personal Computers and Applications

- Microsoft Windows - *Windows XP, Vista* and *Windows 7* are all supported operating systems on campus.
- Macs - There are many Mac users on campus. Email, Internet Access, & Printing all work correctly. (Please check with individual instructors to see if they provide any additional software in class to ensure compatibility.)
- Microsoft Office - The College currently supports *Office 2007*.
- Anti-Virus Software - Every computer should have anti-virus software installed such as McAfee, Symantec, AVG, etc. The College uses AVG 9.0 anti-virus software and will install the software on any student computer at no charge, if needed. Students will need to submit a *HelpDesk* request to have AVG installed on their computers.
- Anti-Spyware Software - Highly recommended. *Windows Defender* is a free download from the Microsoft website; however, students are welcome to use any anti-spyware/anti-malware software.
- Automatic Updates - All Windows computers should be configured so that *Automatic Updates* are turned on.

Mobile Devices/Smart Phones/Game Consoles

- iPod/iPhone/iPad - All these devices are supported by the College.
- Android Phones/Android Handhelds - All these devices are supported by the College.
- Blackberry - The College provides minimal support for Blackberries.
- Nook/Sony Reader/Kindle - These e-readers are not supported by the wireless network of the College.
- Wii/PlayStation/Xbox - These game consoles are not supported by the wireless network of the College, but can be used on an Ethernet network.

Support Information

- Helpdesk Requests - For issues with email, network, viruses, and general troubleshooting. On *JewellCentral* (the WJC Intranet), click on *HelpDesk*, then on *Computer Support*. Do not call Information Services directly.
- Virus Removal - Information Services will make every effort to remove viruses from computers at no charge.
- Hardware/Warranty Work - Computer should be sent to the place where the computer was purchased.

Locker/Storage Space

- Students are given 200 MB of storage space on the College's servers to store files. This locker space is mapped automatically when students log in to the Z: drive from a computer on campus.

Wireless and Ethernet Connections

- Ethernet Connections - Every dorm room will have 1-2 connections. Always use Ethernet when available!
- Wireless Network -- Available in all dorm rooms and dorm lounge areas, as well as the Union, the Library, and most of the class buildings. In order to connect to the wireless network, students will need to set up a profile. See step-by-step instructions in the *Knowledge Base* (under *HelpDesk* on *JewellCentral*), or submit a *HelpDesk* request for assistance from Information Services.

Printing

- Network Printers -- Students can print to a number of network printers located on the pluto printer server.
- Print Quota - Every student receives 750 pages of network printing per semester.
- Additional Pages - These can be purchased through the Business Office at 5¢ per page (minimum \$10 purchase).

Computer Labs on Campus

- Curry Library Lab - Open 24 hours a day, 7 days a week
- Curry Library Commons - Open during library hours
- Jewell 127 (Computer Classroom) - used for classes (must be reserved)
- Jewell 327 (Computer Classroom) - used for classes (must be reserved)
- Marston 306 (Academic Testing Center) - computerized testing/presentations/training (reserved for groups)
- Marston 4th floor (Nursing Department) - Nursing Students
- Marston 117 (Education Department) - Education Students
- Jewell 203 (Languages Department) - Language classes and labs
- WSC 106 (Science Departments) - Biology/Chemistry Students

Student Computer Purchase Program (optional, not mandatory)

- Student discount is available through Dell online at www.dell.com/jewell (available to Jewell “friends and family”).
- The initial discount is what every customer would receive when ordering thru Dell online.
- The Jewell discount will not be applied until the item is added to the online “Shopping Cart.”

Apple Computer Discount (optional, not mandatory)

- Student discount is available through Apple online at <http://store.apple.com/us-hed/findyourschool>
- Make sure “Higher Education” is selected and enter “Liberty, MO 64068”
- Select William Jewell and start shopping.