



Office of Information Technology • Getting Started

Dear New Student and Family:

Technology is an integral part of daily life at Susquehanna University. Each residence hall room is provided with wireless network connectivity through which you can connect to the campus network and the Internet. By joining the Susquehanna University network, you will have access to university resources from your room.

In order to have a successful computer experience at SU, we recommend the following:

- **Compatible Computer:** Before purchasing a new computer for use at Susquehanna, it is crucial that you review our recommended configurations. If you have already purchased a computer and are unsure if it will work at Susquehanna, you may call the IT Help Desk with any questions you may have. While you are not required to purchase one of our “recommended configurations,” it is highly encouraged. Our recommended configurations are enterprise class computers configured with everything you will need, including the compatible operating system and premium warranty. In addition, computers purchased from Dell or Apple through the Susquehanna IT website are eligible for significant educational discounts. Lastly, our Help Desk will be able to facilitate a higher level of support on our recommended configurations. (**Please visit our student computing website www.susqu.edu/ITinfo for support details in the FAQ document.*) Consumer-grade computers from department stores are NOT recommended. The initial price tag is often very appealing, but they lack compatibility and the robust aspects needed for a college environment. The IT Help Desk may be unable to provide full support on consumer-grade computers. Our recommended models are pre-configured with everything you'll need at Susquehanna, including a 4-year next business day on-site warranty with optional accidental coverage, all included in the price. The university offers these recommendations to ensure a good computing experience on campus (guaranteed compatibility, our ability to facilitate warranty work for you, etc.). We also harness our purchasing power to negotiate a discounted rate for you. However, your purchase and warranty relationship is between you and the vendor (Dell/Apple), not with the university. To purchase one of our recommended Dell computers, please visit the special link found on our student computing website. Dell's entire offering is available at a discount, however, be sure to click the link labeled “View Recommended Solutions” and then “Shop your Standard Configuration” to see our recommended and heavily discounted enterprise-class models. *Please visit our student computing website www.susqu.edu/ITinfo for details on computer specifications.*
- **Compatible Operating System:** Windows 10 or 10 Pro (version 1809 or newer, 64-bit), and Mac OS (10.13, 10.14, 10.15) (for Macs) are all fully compatible to connect to the SU ResNet. Obsolete OSs (such as Windows 8.1 or Mac OS X 10.12 or earlier) are NOT compatible. If you need to upgrade your operating system to be compatible, Susquehanna students are eligible for a free upgrade with their .edu account from <https://susqu.onthehub.com/> — or Mac OS 10.15 is available in the Mac App Store for free (for Macs). All of the models listed in our recommended computer configurations include everything that is needed. *Please visit our student computing website www.susqu.edu/ITinfo for details on software requirements.*

- **Computer equipped with a wireless (Wi-Fi) card:** Your computer will need to be equipped with an **802.11a, 802.11g, 802.11n, or 802.11ac** wireless card. Additionally, the wireless card must support **WPA2-Enterprise encryption with dual-band capabilities – 2.4 GHZ and 5GHZ** (most wireless cards manufactured in the past few years will meet these requirements). Off-brand or entry-level, consumer-grade wireless network cards, intended for home use, may not perform well in this “congested” wireless environment. A robust wireless network card meeting our specifications is imperative for maintaining a quality connection. Wireless card drivers should also be kept up-to-date. If you have questions or concerns about the wireless card in your computer, please contact the IT Help Desk. All of the models listed in our recommended computer configurations include everything that is needed.
- **Microsoft Office 365:** Now provided to all students for FREE with their SU Office 365 account (available at <https://portal.office.com>).
- **Online Backup (Recommended):** The Office of Information technology recommends that all students have an automatic, worry-free backup plan in place in case they would ever lose their files due to a computer hard drive crash. Student’s digital lives are on their computers with their photos, music, and coursework – for some students a complete hard drive loss is upsetting because of the lost personal files and is often disruptive in their studies with the loss of their academic work. For cloud storage to safely save your files, Microsoft OneDrive is included with your Susquehanna Office 365 account; however, this is not intended to fully and automatically backup your entire computer. We recommend Carbonite for automatic, worry-free, unlimited online backup –\$6 per month: <https://www.carbonite.com/>.

When you arrive on campus and attempt to connect to the Susquehanna WiFi, you will be required to register your computer. You must have all necessary software before the network will allow your computer to connect. Gaming systems and media devices (smart TVs and DVD players, Roku and Apple TV streaming boxes, etc.) do not require registration. You may contact the IT Help Desk if you have trouble connecting these devices when you arrive. Device-to-device communication is not supported (personal WiFi printing, sharing media from computer to media player, Airplay, file sharing, etc.).

How to Prepare Your Computer for Use on the Susquehanna University network:

1. Please visit IT’s Student Computing website: <http://www.susqu.edu/ITinfo>. You will find links for the software mentioned below as well as detailed instructions for the steps below.
2. Review the Recommended Specifications, Software Requirements and FAQ documents to ensure that your computer is compatible and to have a broad understanding of the technology at Susquehanna.
3. Install any Windows or Mac OS updates and ensure that automatic updates are enabled.
4. **Once you arrive on campus**, look for the “eduroam” wireless network and connect to it with your full SU email address and password. The WiFi registration pages will then instruct you through the computer registration process. If you have prepared your computer by performing the steps listed above prior to arriving on campus, the registration process should only take a moment. Students who have not prepared their computers will be guided through the configuration steps during the registration. The system will not allow Internet access until all requirements have been completed.

We hope that our services will make your computer experience at Susquehanna a good one. Please visit www.susqu.edu/ITinfo for more information about student computers. If you have any technology-related questions, please feel free to contact the Office of Information Technology Help Desk by

emailing helpdesk@susqu.edu or calling 570. 372.4502. We are open all summer, M-F, 7:30AM-Noon, 1-4PM.

Sincerely,
IT Help Desk
Office of Information Technology