TECHNOLOGY AT FORDHAM

Fordham IT

2015
Student Technology Services

FOR PARENTS OF FORDHAM UNIVERSITY STUDENTS FROM IT STAFF

The following information will orient parents about using technology at Fordham, including purchasing a computer, finding technical assistance, and accessing Fordham Gmail.

USING A COMPUTER AT FORDHAM

There are hundreds of computers available in computer labs and the library. However, most students bring their own computer for the convenience of being connected to the Fordham network and the Internet in their own room.

PURCHASE A COMPUTER AT A DISCOUNT

For personal computing, Fordham IT has arranged for special pricing on computer equipment sold by Dell, Apple, and Lenovo. The University does not endorse any particular computer platform or vendor. For more information, please visit our website at fordham.edu/studentcomputerpurchases.

WINDOWS OR MAC: WHICH ONE?

Both operating systems are supported at Fordham. Academic programs that rely heavily on business-oriented software are better served by the Windows platform. Academic programs that rely heavily on graphics and multimedia software are better served by the Macintosh platform.

RECOMMENDED SPECIFICATIONS FOR NEW COMPUTERS

Fordham's recommended offerings include Microsoft Office and an extended service warranty. Retailer packages can be less expensive, but if you decide to go with a different laptop, make sure it meets Fordham's minimum specifications. See specifications at fordham.edu/studentcomputerpurchases

FREE ANTIVIRUS SOFTWARE AVAILABLE

The University has licensed Symantec Antivirus scanning software, which is free to all students. The installation file is accessed at fordham.edu/antivirus. Students downloading the file will be prompted to enter their AccessIT ID and password. Students are not allowed on the Fordham network without antivirus software. McAfee, Trend-Micro, and many other popular antivirus applications are also supported.

PRINTERS AND PRINTING AT FORDHAM

Most students find it more convenient to have their own printer. Your son or daughter may want to coordinate with their roommate(s) about sharing a printer. Wireless printers are not allowed on the WiFi network; use a cable. Printers are available in the public computing labs and libraries on campus. Printing from library computers and computers labs is managed via a vended printing system, which students pay for with their Fordham ID cards. Students can add value to their ID cards at the library card vending machines.

CLAIMING A FORDHAM ACCESSIT ID

The Fordham AccessIT ID is a student's electronic identity at Fordham University. It is the part of the Fordham email address preceding the "@" symbol. For example, if the email address is dd1234@fordham.edu, then the AccessIT ID is dd1234. The AccessIT ID is required for accessing many services and resources. Students claim their AccessIT ID by going to my.fordham.edu, selecting **New User: Claim Account** below the login button, and following the prompts.

Connect to Fordham's campus network

Fordhamwifi, the name of our wireless network, is available on all three campuses. Students wishing to connect their computer to the Fordham network via a data jack will need an ethernet cable. The first time students connect to the network, they will authenticate using their AccessIT ID username and password. A new sign in is required at the beginning of each month. For more information, see fordham.edu/NAC. If assistance with connecting is required, students should contact a Resident Technology Consultant or IT Customer Care (see right).

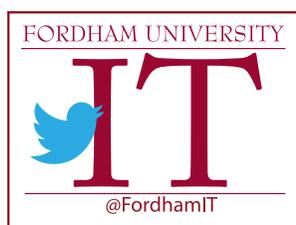## Gmail and other Google Apps for Education

Gmail is the official email service for Fordham University. Students receive a Fordham Gmail address that remains theirs for life. All members of the community have access to Google's Apps for Education. In addition to Gmail, these apps include Drive, Calendar, and Talk. For more information, go to fordham.edu/gmail.

Google Drive for backing up student work

The University currently offers unlimited free storage space on Google Drive, which is part of the Google Apps for Education suite of products. Every student has access to Google Drive through their Fordham Gmail account. Students may also use a portable flash drive, an external hard drive, or a storage cloud service, to back up work.

Devices prohibited from accessing the network

The only wireless devices that may connect to the network are a computer, mobile phone, and tablets. When other devices connect to the WiFi, the network slows down. This is especially true in the residence halls. Do not connect the following to Fordham's WiFi: Personal routers, wireless printers, and handheld gaming devices, cell phone hotspots, smart TVs, and streaming devices such as Apple TVs, Rokus, FireTV.

Technical Support

IT Customer Care (ITCC)

718-817-3999
HelpIT@fordham.edu
Monday – Friday, 8 a.m. – 8 p.m.
Online Service Request: fordham.edu/HelpIT

ITCC Walk-In Centers

Rose Hill | McGinley Center, Room 229
Monday–Friday, 8 a.m. – 8 p.m.
Saturday, 10:00 a.m. – 6:00 p.m.
Lincoln Center | Street Level, Room SL19A
Monday–Friday, 10 a.m. – 6 p.m.

Residential Technology Consultants

The Resident Technology Consultant (RTC) is the primary source of technology-related assistance for students living in the residence halls. RTCs:

- Educate residents on computing at Fordham
- Consult with residents on computer issues
- Support in-room network connections
- Deliver technology-related workshops

See current RTCs: fordham.edu/RTC

Become an RTC: fordham.edu/ITJobOpportunities

The IT Team

The IT Team, made up of technically savvy Fordham students, are available during move-in on Sunday, August 30, through Friday, September 18, to help in-coming students set up their computers and connect to the Fordham University network.

Fordham IT Online Resources

Fordham.edu/IT
Fordham IT Blog: itnews.blog.fordham.edu
@FordhamIT
@FordhamRTC

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Fordham IT
and Student Technology Services

Welcome the Class of 2019!