



Frequently Asked Questions: (2020-21)

Do I need a computer to be a successful student at Susquehanna?

No. Over 500 general lab, specialty lab, mini lab, and notebook cart computers are available for student use. Some computers are also available for 24-hour access. The majority of the public computer labs are Windows-based. Some academic departments also have their own mini-labs with special software installed that students may use to complete assignments. Even so, many students find it highly advantageous to bring a personal computer to campus. All campus residence hall rooms offer wireless network connectivity to the university's network for Internet access.

Should I buy tablet?

The use of tablets (e.g. an Apple iPad, Samsung Galaxy, etc.) has become fairly common on campus. However, due to software limitations and low-powered computing power in comparison to a full-featured computer, we do not recommend an app-based Android or Apple tablet as a computer replacement, but rather as a computer companion. "Convertible" notebook computers or full-powered tablet devices, such as the Microsoft Surface, however can be used as a computer replacement as these are just as powerful and run the same operating systems as traditional notebook computers.

Should I purchase E-books or paper books?

Consult with both your professor and the bookstore to make your decision on a case-by-case basis. E-books are being offered more from textbook publishers and often offer more flexibility (renting or buying), lower prices, and more features (highlighting, bookmarking, searching, interactive content, etc.). Most of the available e-book formats can be consumed on Windows, Mac, iOS, and Android through the publishers' apps or webpages. You should check to see what your professor's policy is regarding technology in the classroom and with the bookstore to see if the book is available in a digital format. The bookstore can be contacted at (570) 372-4232.

Should I buy a brand name or a "custom-built" computer?

Buying brand name is highly recommended. Manufacturers of brand-name computers, such as Dell and Apple, absorb the costs of testing computer components for compatibility, performance and reliability. The manufacturer is then able to sell computers built with standardized high-quality components and provides service and support for their systems worldwide.

Where should I buy my computer?

Buy your computer from a large reputable computer retailer, such as Dell or Apple. The Office of Information Technology website has links for both the SU Educational Dell and Apple online stores, where significant discounts are applied. Computers sold at department stores may have an appealing initial price tag, but keep in mind that these computers are consumer-grade models. Consumer-grade computers are not built for rigorous use, will typically have a home version of Windows installed, and often come with an inferior warranty (limited time period, limited coverage, slow turn-around, no on-site offerings, etc.). The computers offered through the IT website are enterprise/business-class computers, which are built to be more robust, come with Professional editions of Windows installed, have a premium next-business-day, on-site warranty (with optional accidental coverage), and can be better supported by the IT Help Desk as Susquehanna. Please note, we highly recommend the purchase of one of our recommended system configurations. If you buy a computer that is not recommended, we cannot guarantee its compatibility with the SU network, and our help desk will only offer very limited support on it. **We strongly suggest that you purchase a recommended model, configuration and warranty through the Susquehanna Dell or Apple sites.** Please note, while Susquehanna facilitates the offering of our recommended computers, you are still purchasing directly from the manufacturer, not Susquehanna.

What specifications does my computer need to meet?

The Office of Information Technology provides detailed computer specification guidelines for both desktops and laptops, which can be found at www.susqu.edu/ITinfo. These guidelines take into account the life cycle of computers, which is typically three years, and have been increased slightly to help ensure that your computer will still perform well in your fourth year at Susquehanna. Students who do not bring a recommended computer configuration cannot be guaranteed connection to the network or computer assistance from our Help Desk. Bringing a recommended model/configuration is highly encouraged.

Should I buy a warranty and service contract for my computer?

Yes. Any computer used at Susquehanna should have a service contract that includes on-site service. A service contract with a minimum of a three-year extended warranty is highly recommended. For notebook computers, accidental insurance is highly recommended.

Should I buy a PC or a Mac?

The computing environment at Susquehanna is heavily Windows-based, however the Office of Information Technology Help Desk is able to support students with either a Windows-based PC or a Macintosh. Majors that utilize Macintosh computers include: graphic design, art and some communications emphases. Majors where a Mac is typically not recommended include business, mathematics or computer science. You can check www.susqu.edu/ITinfo for a list of majors with their recommended platform. If you choose a Mac, it is imperative that you have Mac OS (10.13, 10.14, or 10.15). If necessary, university-provided computers are available in a lab environment for completing assignments that require the other platform.

Do I need my own printer?

No. Susquehanna provides black-and-white and color laser printers in our computer labs, the library, in common areas in each academic building, and many residence halls. Students are given a reasonable quota each semester for free printing. There is no cost for printing until the free quota has been exceeded. The university Print Shop can accommodate larger or specialty print jobs at a nominal fee. Some students choose to bring their own color inkjet printer as an added convenience or for photo printing. WiFi printers are **not** compatible with the SU ResNet and can even cause wireless interference for the entire building if they are misconfigured. We ask that students not bring wireless printers or that they disable the wireless feature if the printer has an integrated wireless feature.

I already have a computer. Can I bring it?

Yes, however, it should meet the minimum specifications and recommendations discussed throughout this FAQ and the Computer Specifications at www.susqu.edu/ITinfo. If these specifications and recommendations are not met, your computer may work but it may not perform as robustly as a newer computer. If you have specific questions about whether your current computer will be adequate, please contact the Information Technology Help Desk at 570-372-4502 or helpdesk@susqu.edu. Students who do not bring a recommended computer configuration cannot be guaranteed connection to the network or computer assistance from our Help Desk. Bringing a recommended model/configuration is highly encouraged.

What should I do to protect my notebook computer from theft?

Computer theft is very uncommon on Susquehanna's campus, however it does occasionally occur. One option to deter theft is a Kensington lock. A Kensington lock is a physical cable lock that fits into a specialized slot on most notebook computers. We have seen that these are often under-utilized or easily defeated. The Office of Information Technology recommends Computrace LoJack for Laptops from Absolute Software. LoJack is theft recovery software available for both Windows & Mac. LoJack can be purchased from the Dell or Apple store links on www.susqu.edu/ITinfo.

What requirements does my computer need to meet to be able to connect to the SU network?

You need the following to connect to the campus network:

- **A wireless capable computer or wireless card (Your wireless card must be 802.11 a/g/n/ac with WPA2-Enterprise encryption compatibility with dual-band capabilities – 2.4 GHZ and 5GHZ).** We recommend Intel, Linksys, Netgear, and Broadcom branded wireless cards. All of the models listed in our recommended computer configurations include everything that is needed. 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. Wireless access is available in all campus buildings and even outdoors in the main campus area. Wireless signal is not guaranteed in all areas of every building, however all residence hall rooms are guaranteed coverage.
- **A supported operating system:** The operating system is the software that "runs" your computer and allows other software to be installed and used. See Software Requirements at www.susqu.edu/ITinfo for more information.

What operating system do I need to connect to the SU network?

See Software Requirements at www.susqu.edu/ITinfo for more information.

Is it possible to get financial assistance to purchase a computer?

A limited number of university loans are available to students who demonstrate significant financial need for the purchase of a personal computer that meets the recommended university specifications. For more information, please contact the Office of Financial Aid at 570-372-4450 or sufinaid@susqu.edu.

How do I "connect" to the Susquehanna University network?

Providing that you've already prepared your computer with the requirements (See Software Requirements at www.susqu.edu/ITinfo for more information), connecting is easy.

Windows:

- 1.) Check to make sure that your wireless card is enabled (most laptops have a switch or function key).
- 2.) Click on the **wireless icon** located on the Windows taskbar to view available wireless networks.
- 3.) Choose **eduroam**, then click **Connect**
- 4.) Enter your SU **email address** and **password** into their respective fields and click **OK**.
- 5.) When prompted with an alert regarding validation of server credentials, click **Connect**.
- 6.) To verify connection, click the wireless icon on the taskbar again. If successfully connected, you will see "Connected" appear next to the **eduroam** wireless network.
- 7.) If connecting for the first time, you will be prompted to download and install the **Safe Connect/SecureW2** onboarding agent. Follow the onscreen instructions.

MAC:

- 1.) Click the AirPort status icon on the menu bar at the top-right corner of your screen and make sure **Wi-Fi is turned On**. Afterward, select **eduroam** from the menu.
- 2.) When prompted, enter your SU **email address** and **password** into their respective fields and click **Join**.
- 3.) When the Verify Certificate window appears, click **Continue**.
- 4.) To verify connection, ensure that you have a checkmark next to **eduroam** in the AirPort menu.
- 5.) If connecting for the first time, you will be prompted to download and install the **Safe Connect/SecureW2** onboarding agent. Follow the onscreen instructions.

TIPS: *eduroam is • Full Speed • Full Access • Secured • Permanent, SU-Guest is NOT. eduroam should be used for all computers, tablets and smart phones. Have a game system that doesn't support WPA2-Enterprise security? Select "SU-Guest" for gaming or media systems, the network will recognize the device and allow specialized access. SU-Guest should only be used for actual guests OR to connect gaming and media devices.*

What is the phone service like at Susquehanna?

Both Verizon and AT&T cellular service provide a strong signal in Selinsgrove and the immediate area, both with reliable 4G LTE data speeds. T-Mobile and Sprint service is available in this area, but signal strengths and speeds are limited. Landline phones are not provided in student rooms. On-campus students with a medical condition or other extenuating circumstances that would require a landline phone may contact the IT Help Desk at 570-372-4502 for more information on having phone service installed in their dorm room.

Is cable TV service available on campus?

Due to changing trends with the way students consume media – via streaming, on demand, on their personal device of choice, SU does not offer traditional cable TV service in individual residence hall rooms. We have made significant investments to our wireless network to accommodate the increasing demands of personal streaming services. As a Susquehanna college student, many of these streaming services are now available to you at a discount (e.g. Hulu, Amazon Prime). Additionally, Susquehanna sees the value in providing entertainment options in communal areas, so traditional cable TV service is available in all "suite-style" living spaces and residence hall lounges – as well as other communal areas around campus. Where cable TV is offered, a variety of digital and HD programming is available. In larger lounge/communal areas, a TV has been provided; while in smaller suite-style areas residents will need to bring their own TV. If bringing a TV for a suite area where cable TV service is available, you will need a TV with a QAM tuner (most modern flat panel TVs should have a QAM tuner – some very old "plasma" generation flat panel TVs, "bargain" brand TVs, or TV models designated as a "monitor" may not be equipped with a QAM tuner – consult your owner's manual to confirm). Students must select the auto program/channel scan option from their TV's menu after hooking up to the SU cable system for the first time. You can see the TV channel lineup here:

<https://itsupport.susqu.edu/helpdesk/WebObjects/Helpdesk.woa/wa/FaqActions/view?faqId=206>

I'd like to set my SU Email up on my smart phone. Is this possible?

Your SU Email account can be setup on most popular smart phones and portable devices, including Android, iPhone, iPod Touch and iPad. Setup instructions can be found in the instruction area here: <https://itsupport.susqu.edu/helpdesk/WebObjects/Helpdesk.woa/wa/FaqActions/view?faqId=207>

Are wired network connections available?

Some residence halls still have a legacy wired network, but all ports are disabled. If wired network ports are available, students can request that a wired port be activated for an additional fee (there is no cost for wireless connectivity). Students may contact the IT Help Desk to request the activation of a network port. Some newly constructed or newly renovated residence halls, such as 18th Street Commons, are not equipped with wired network ports; therefore only wireless connectivity is offered.

What software will I need for my computer?

See Software Requirements at www.susqu.edu/ITinfo for more information.

Can I set up my own wireless access point in my residence hall room?

No. Students are **NOT** permitted to use network hubs, switches, routers or wireless access points in university-owned housing. Doing so will compromise the security of the campus local area network (LAN). It could also prevent other students in your residence hall from accessing the LAN from their computers. Only wireless access points installed by the university may be used.

Does Susquehanna provide support for student computers?

Support is provided, on a limited basis, for basic software assistance, malware removal, or connectivity issues by contacting the Information Technology Help Desk at 570-372-4502 or helpdesk@susqu.edu to make an appointment. You will be required to bring your computer to the Information Technology Help Desk located in the lower level of Seibert Hall. The Help Desk does not supply any software to students, except Microsoft Office. Students can make appointments to be assisted with other inquiries on a limited basis when staffing is available. The Help Desk will assist students with contacting technical support from their computer's manufacturer for hardware failures as a courtesy by appointment only. Students should rely on their warranty and service contract obtained at the time the computer was purchased. In the event that the service contract has expired, there are several local computer stores that provide general computer support. The IT Help Desk is able to facilitate a higher level of support on our recommended models of enterprise-class Dell and Apple computers.

Are game consoles, media players and other network devices permitted on the network?

Gaming systems (Nintendo Wii, Xbox360, Playstation 3, etc.), and most media devices (smart TVs and DVD players, Roku and Apple TV streaming boxes, etc.) are permitted on the network and do not require registration. Many "smart" gadgets or "Internet of Things (IOT)," like Amazon Echo, will work, but compatibility is not guaranteed for all devices. Inquire with the Help Desk before purchasing non-traditional, internet-connected devices for compatibility. You may contact the IT Help Desk if you have trouble connecting these devices when you arrive, however support on these devices is limited. Remember, the residence halls are 100 percent wireless so you will need to have a wireless adapter to connect your game console, media player, etc. Device-to-device communication is not supported (personal WiFi printing, sharing media from computer to media player, Airplay, home file sharing, etc.). Chromecast and Google Home are media devices known to have compatibility issues since they rely on device-to-device communication for setup, so they are not compatible with the SU Resnet at this time.

How long do I get to keep my @susqu.edu email address?

All student email is currently hosted by Microsoft with an @susqu.edu email address. Students will be able to retain their @susqu.edu account for approximately 3 months after graduation. Detailed information will be provided to seniors prior to graduation regarding their SU account. The Office of Information Technology can provide support for transferring/forwarding content to a personal account prior to graduation. Students who withdraw from Susquehanna will have their account closed at the time of withdrawal.

Is wireless internet access available on campus?

Yes. All buildings on campus as well as all heavily utilized or trafficked outdoor areas are blanketed in wireless coverage. All residence halls are 100% wireless featuring a modern enterprise-class, robust, wireless network.

What are the different wireless networks and which one should I connect to?

eduroam: Starting in the summer of 2016, Susquehanna became part of eduroam. eduroam (**education roaming**) is the secure, world-wide roaming access service developed for the international research and education community. eduroam (education roaming) is a secured WiFi network service that allows students, faculty and staff to use their home institution's WiFi credentials to access WiFi network services, when visiting other eduroam participating institutions—without having to set up a guest account. eduroam is offered in more than 50 countries throughout Europe and Asia, as well as the United States, and Canada. With hundreds of thousands of WiFi access points sharing a common SSID, eduroam acts as one large, world-wide, wireless hotspot. While on campus, eduroam should be used by all members of the SU community for any computer, tablet or smart phone. eduroam offers full network access, is configured for faster Internet speeds, is secure, and does not require users to re-register every 24 hours like the SU-guest network.

SU-Guest: SU-Guest is mostly intended for guests of the university. It does not have Susquehanna network access; it only has basic Internet access. Computers will have a slower and less secure connection than they would on eduroam. Additionally, SU-Guest requires a guest registration process and provided a maximum use limit at which point access is restricted and re-registration is blocked. Students using computers on the SU-Guest network for extended periods of time will be blocked from the network. There is one exception: Have a game system that doesn't support WPA2-Enterprise security? Select "SU-Guest" for gaming or media systems. The network can differentiate between a computer and gaming/media systems and will recognize these devices to allow specialized access, which will not be impacted by the speed and registration restrictions. SU-Guest should only be used for actual guests OR to connect gaming and media devices.

How do I change my Susquehanna password?

Please visit <https://passwordreset.microsoftonline.com> to use the SU Password Station. This can also be found on the main Microsoft login page (<https://portal.office.com>) and selecting the "Can't Access Your Account" link. This is a self-service page where you can reset your own password, even if it's expired, simply by sending a security code to your pre-registered cell phone number or non-SU email account. This is the **only** site you should trust for password resets. Be cautious of phishing (scamming/fraudulent) spam messages asking for your password (some of them appear to be authentic, claiming to be from "helpdesk" or "administrator"). IT will never ask you for your password unless it is in regards to a service request that **you** initiated. If you wish to update the cell phone number or alternate email address used for the password reset system, you can update these here: <http://aka.ms/ssprsetup>.

Who do I contact if I still have questions?

Please call the Information Technology Help Desk at 570-372-4502. The hours are Monday–Friday 7:30 a.m.–5 p.m., (Summer: Monday–Friday 7:30 a.m.–noon, 1–4 p.m.). If no one is available to take your call, please leave a voicemail and a staff member will be in contact with you as soon as possible. You may also email the Help Desk at helpdesk@susqu.edu. Current IT instructions and additional information can be found on mySU (<https://mysu.susqu.edu/itec/>).