Student Computer Guide

Purchasing Guide

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Recommended Specifications for Personally Owned Computers

Component Recommendations:

**Processor**
Intel Core i5 or i7

**Operating Systems**
For personal and academic use, choose Windows 10 (Windows 7 or later supported) or Apple MacOS (OS X 10.9 or later supported)
NOTE: 64-bit Windows is Recommended

**Memory (RAM)**
Minimum: 8 GB

**Storage (Hard Drive)**
Solid State Drive, 256GB or Larger

**Network and Wireless**
Integrated Gigabit Ethernet and Ethernet Cable
REQUIRED: Dual-Band 2.4 - 5 GHz Wireless 802.11 ac/a/n, such as Intel AC-7260
NOT RECOMMENDED: Single-Band (2.4 GHz) Wireless Cards such as b/g/n

**Display & Graphics Card**
If your work is graphically intensive or involves engineering design or web rendering, you should consider additional graphics memory and a large-screen laptop or an additional larger monitor.

ExamSoft Softest Recommendations:

If your department or program is using Softest electronic exam software for testing purposes there are a few additional considerations you should prepare for.

- Confirm that Adobe Reader (version 9, 11, or DC) is installed on your computer and a USB flash drive is available during testing in the event that the answer file must be manually removed from your computer.

- Make sure you have a backup of your computer applications and files before taking exams. The Softest exam software is able to lock certain functions of your computer while taking exams and if an error occurs during the test, your computer may require technical support in order to restore those functions. Having a backup of your files ensures you are able to get your computer back to functioning normally as quickly as possible.

Contact CNHPIT for Support:

Other Questions? (See page 2 for Troubleshooting) Our offices are open:
M-F 8am-4pm
Sat. & Sun. Closed
Campus Phone: x5700 (wall phone in room)
Phone: 267-359-5700
Email: cnhpit@drexel.edu
TROUBLESHOOTING 101

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Wi-Fi Tips & Tricks:

**My computer does not connect to dragonfly3; ‘additional credentials’ are needed or my password isn’t accepted:**
- dragonfly3 uses your full user name to log in; make sure to include the: abc123@drexel.edu
- dragonfly3 uses your Domain password, the one you would use at a public or classroom computer to log in. It could be different than the password you use for DrexelOne. You can change or reset it at: accounts.drexel.edu
- Make sure you are getting a prompt for a user name and password. If your computer only asks for a password to connect to dragonfly3, you need to reset your computer’s connection settings for the network by connecting to drexelguest, clicking on the dragonfly3 setup wizard, and following the prompts to reconnect. More information on setting up dragonfly3 as new can be found here: http://drexel.edu/irt/help/a-z/dragonfly3/

**Help, my computer keeps switching from dragonfly3 to drexelguest:**
- For Windows computers:
  - Click on your WiFi connection status in the lower-right of your Start bar. Click once on the “drexelguest” choice from the list of networks in range. Click “forget” or uncheck “connect automatically” just below the name
- For Macintosh computers:
  - Click on the WiFi logo on the right side of the menu bar. Choose “Open Network Preferences”, click “Advanced”, and choose “drexelguest” from the list. Then click the “—” below to remove it. Click “Ok”, and then “Apply”

**My computer connects to dragonfly3 but has no internet connection:**
- Try connecting to drexelguest, including the login prompt; waiting 30 seconds, and then switching back to dragonfly3

To Fix Most DrexelOne and Web Based Exam Errors, Delete Your Cookies:

**Internet Explorer**
- Click the Tools menu or gear icon on the top right side of your screen, and choose Internet Options.
- Under Browsing History, click on the Delete Button.
- On the Delete pop-up window, make sure Temporary Internet Files and Cookies are checked. Make sure the top checkbox (Preserve Favorites website data) is not checked. Then click Delete.
- Press Close.
- Close all Internet Explorer windows.
- Reopen Internet Explorer.

**Firefox**
- Click the Firefox button in the top left corner.
- Choose History.
- Click Clear Recent History.
- Time range to clear is Everything.
- Click Details and make sure that Cookies and Cache are checked.
- Click on Clear Now.
- Exit Firefox altogether, closing all open windows, and re-enter Firefox.

**Safari**
- Click on the Safari menu.
- Choose Reset Safari.
- Make sure Empty the cache and Remove all cookies are checked.
- Then click on Reset.
- Exit Safari altogether, closing all open windows, and re-enter Safari.

**Google Chrome**
- Click the icon with the three horizontal lines next to the star.
- Choose Settings.
- Scroll down and click Show Advanced Settings...
- Under Privacy, click Clear browsing data...
- From the drop-down menu, select the beginning of time.
- Make sure Delete cookies and other site and plug-in data and Empty the cache are both checked.
- Click Clear browsing data.
- Exit Google Chrome altogether, closing all open windows, and re-enter Google Chrome.