Computing and Technology

Information Technology at Drexel

Drexel's central Information Technology (IT) department provides University-wide academic, administrative, clinical, and research services through computing and communications solutions.

Accounts and Passwords

Everyone is assigned a Drexel Account for accessing all electronic services. Activate your account now and protect its password.

- Activate your account at **accounts.drexel.edu**. You can do this 48 hours after you make your tuition deposit.
- Forgot your password? Use the Password Reset Service at **accounts.drexel.edu**.
- Create a personal email address so that you don't have to give out the long-form address or your cryptic user-id.
- Drexel mail works with phones and tablets; see **ask.drexel.edu**, search "smart phone."

Get the Right Computer and Phone

When choosing what kind of computer to bring with you to school, consider your academic program's recommendations.

Outside of specific program recommendations, you'll find that both Windows and macOS computers will meet your college needs. If you're set on one operating system but your expected school or major advises another, consider whether you'll be able to provide your own tech support; be honest with yourself about how tech-savvy you are.

Computer Specs and Discounts

Whether you buy a new computer (see below) or bring one from home, be sure that it meets the minimum criteria below:

- Windows 10 Pro or macOS 10
- Intel 5th Gen Core i5 or i7
- 4-8 GB memory
- 200 GB of available storage space
- Dual-band Wi-Fi (2.4 and 5 GHz) with 802.11ac

More configuration information is available at **drexel.edu/it/computers-software/buying-guide**.

Apple, Dell, and Lenovo offer discounts for Drexel students. To access the discounted price, sign in to DrexelOne and look on the Campus+Communities page.

Drexel Wi-Fi Requirements

Dragonfly is Drexel's Wi-Fi network. While it works with older technologies, it works best with 802.11ac at 5 GHz. Look for those two specs when buying.

Be forewarned that some manufacturers still sell devices using older technologies like 802.11b and 11g. They will work but provide much reduced performance and may not last through your undergraduate education.

- First-time Dragonfly setup requires your Drexel user ID and password.
- Parents and guests may use the Drexelguest network, which is slower.

Be Prepared

Computers sometimes fail. A good warranty and file backups can make sure that you don't when your computer breaks or is lost.

- Consider warranty length (3 or 4 years), location (whether you send a broken device in for repair or the repair folks come to you), and protection for accidental damages.
- Back up your files in the cloud with your OneDrive storage space from Office 365 or purchase CrashPlan or another cloud backup service at **crashplan.com**.
- Keep your operating system and anti-virus software up-to-date.
- Be wary of Peer-to-Peer (P2P) apps that might lead to copyright violations.

Smartphones & Apps

iOS (iPhones, iPads, iPod Touches), Android, and Windows devices can all connect to Dragonfly. They all also work with Drexel's email service and these essential apps:

- DrexelOne Mobile app
- Bb Student (for Drexel's Blackboard Learn service) apps

Optional and Restricted Equipment

Printers

You don't need to bring a printer, but if you do, bring a cable for it. Most "wireless printers" are designed for small home Wi-Fi networks and won't work well (or possibly at all) in a large enterprise network.

You can also print using the public printer stations in the Tech Lounge and the Library with a pre-paid deposit to your DragonCard. Some colleges offer limited free printing to their students.

Network Cable

If your computer has a network jack, consider bringing an Ethernet cable. Wired networks, although less convenient than wireless, are much, much faster.

Routers, Access Points, and Signal Boosters

Leave these devices at home. These interfere with Drexel's wireless networks and worsen Wi-Fi for you and everyone nearby.

Televisions

The residence halls have digital HD cable TV. Televisions need a coax cable input and must have a QAM digital tuner. Lower-priced TVs may not have QAM. Save the box and receipt when you buy a TV so that you can return it if you find that it won't work for you.

Free or Discounted Software

Many applications are available free to you as a student. Some are provided in labs and from your college or curriculum.

- Microsoft Office 365 – Get the latest full version of Office 365 at no cost, utilizing your Drexel account to sign in, at **portal.office.com**.
- Sophos Security – If your computer isn't running anti-virus or other security software, download a free copy of Sophos AV, utilizing your Drexel account to sign in, at **software.drexel.edu**.

Other software programs are available at low or no cost to you, too.

- Browse all titles available to the University community and where these are available at **drexel.edu/it/computers-software**.
- JourneyEd and eAcademy through Campus+Community on DrexelOne offer deep educational discounts for students.

Technical Support

Free computing help is available to all Drexel students, no matter where you purchased your technology.

- Visit the Tech Lounge on the Square at Chestnut Square.
- Find info at **ask.drexel.edu**.
- Report an issue you're experiencing or get help via live chat, phone, or email.
  - – 215.895.2020
  - – consult@drexel.edu
  - – **drexel.edu/it** for Tech Chat
- After your issue is resolved, please respond to the follow-up satisfaction survey — we use your feedback to improve our service.

Drexel Learn – Blackboard at Drexel

Most instructors put syllabi, course notes and content, class discussion and even weekly assignments and tests in Drexel Learn. You can access Learn 24 hours a day from the Academics tab in DrexelOne or with the Bb Student mobile app.

Getting Help with Drexel Learn

The Instructional Technology Group (ITG) helps students (and faculty) get the most from Learn. You can learn more about using Drexel Learn at **drexel.edu/it/learn/students**.

Our Websites and Locations

- **drexel.edu/it**
- Twitter: @drexel_it

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