Component Recommendations:

Processor
Intel Core i5 or i7

Operating Systems
For personal and academic use, choose Windows 10 or Apple MacOS (OS X 10.13 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

**Drexel CNHP | Drexel University Information Technology | cnhpit@drexel.edu**

---

**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**

❖ On the Start screen, tap or click ‘Internet Explorer’ to open Internet Explorer.
❖ Move the cursor to the right edge of the screen, and then click on ‘Settings’.
❖ Click ‘Internet Options’, and then, under ‘Browsing History’, click ‘Delete’.
❖ Select the Cookies check box, and then click Delete.

**Firefox**

❖ Click the menu button and choose Options.
❖ Select the Privacy & Security panel.
❖ In the Cookies and Site Data section, click Clear Data
❖ Remove the check mark in front of Cookies and Site Data
❖ With Cached Web Content check marked, click the Clear button
❖ Close the about:preferences page.

**Safari**

❖ Click on the Safari drop-down menu and select Preferences.
❖ Click the Advanced tab. Select the Show Develop menu in menu bar checkbox and close the Preferences window.
❖ Select the Develop drop-down menu. Click Empty Cache.

**Google Chrome**

❖ On your computer, open Chrome.
❖ At the top right, click More .
❖ Click More tools Clear browsing data.
❖ At the top, choose a time range. To delete everything, select All time.
❖ Next to “Cookies and other site data” and “Cached images and files,” check the boxes.
❖ Click Clear data.