Computing and Technology

Information Technology at Drexel

Drexel IT provides University-wide academic, administrative, clinical, and research services through computing and communications solutions.

Accounts and Passwords

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

- Activate your account at **accounts.drexel.edu** at least 48 hours after you make your tuition deposit.
- Forgot your password? Use the Password Reset Service at **accounts.drexel.edu**.
- Access Drexel email at **portal.office.com** or download Outlook. (Note: your userID for sign-on to Microsoft services is in the *abc123@drexel.edu* format.) Email also works with phones and tablets; see **drexel.edu/it/connect/email**. We recommend the Outlook Mobile app.

Get the Right Computer and Phone

When choosing a computer for college, 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 or not 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 it meets the minimum criteria below:

- Windows 10 Pro or latest macOS
- Intel Core i5 or i7 processor
- 8 GB (16 GB preferred) memory
- 200+ GB (SSD preferred) of available storage space
- 5 GHz Wi-Fi

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

Apple, Dell, and Lenovo offer discounts. To access the discounted price, sign in to DrexelOne (**one.drexel.edu**) and select the "Campus+Communities" tab.

Drexel Wi-Fi Requirements

DragonFly3 is the Wi-Fi network at Drexel. DragonFly3 works best with 802.11n and 11ac at 5 GHz. While older technologies, such as 802.11b and 11g, currently work, support for them will be discontinued.

- To configure you device for the first time, connect to the DrexelGuest network, point your browser to **http://drexelguest.drexel.edu**, and follow the on-boarding instructions.

Be Prepared

Computers sometimes fail. A good warranty and regular file backups can save you time should your computer break or be lost.

- Consider warranty period (3 or 4 years), location (whether you send a broken device in for repair or the repair techs come to you), and protection for accidental damages.
- To protect files in the case of a lost or damaged computer, store them in OneDrive, which is part of your Office 365 service.
- Keep your operating system and anti-virus software up-to-date.

Smartphones & Apps

iOS (iPhones, iPads,) and Android devices can all connect to DragonFly3. They all also work with the Drexel email service and these essential apps:

- DrexelOne Mobile app
- Blackboard app

Optional and Restricted Equipment

Printers

You don't need to bring a printer. If you do, bring a cable to connect it to your computer. Wireless printers for small home Wi-Fi networks might not work well in large enterprise networks such as the one at Drexel.

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

Routers, Switches, Wireless Access Points, and Signal Boosters

Leave these devices at home. Use of these devices is a violation of the Acceptable Use Policy. They interfere with the Drexel networks and worsen Wi-Fi for you and everyone nearby.

Television Service for Residence Halls

Television service for residents of Caneris, Kelly, Millennium, Myers, North, Race Street, Stiles, Towers, and Van Rensselaer Halls is provided by Comcast's XFINITY On Campus service, which is streamed to computers, phones, and tablets. If you wish to use the XFINITY on Campus service with a television set that you bring to campus, you will need to connect your own ROKU player to your television. See ROKU player on **drexel.edu/it/help/a-z/xfinity-on-campus** for more information.

Free or Discounted Software

Many applications are available – for free – to you as a student.

Some are provided in labs and/or from your college or curriculum.

- Microsoft Office 365 – Get the latest full version of Office 365, at no cost, by 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 are online software stores that offer deep educational discounts for students. Find them under the "Campus+Community" tab of DrexelOne (**one.drexel.edu**).

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 in the Creese Student Center.
- Report an issue you're experiencing or get help via phone or email, or submit a ticket at **drexel.edu/servicedesk**.
  - 215.895.2020
  - consult@drexel.edu
- 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 Blackboard Learn. You can access Blackboard 24 hours a day from the "Academics" tab in DrexelOne, by visiting **learn.drexel.edu**, or with the Blackboard 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 Blackboard Learn at **drexel.edu/it/learn/students**. Contact: 215.895.1224 or itg@drexel.edu.

Our Websites and Locations

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

Help Desk

Tech Lounge on the Square
Chestnut Square
3208 Chestnut Street
Philadelphia, PA 19104

Center City Tech Lounge
New College Building, Rm 4138
245 N 15th Street
Philadelphia, PA 19102

Information Technology
Korman Center
15 S. 33rd Street
Philadelphia, PA 19104

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