



Safe Computing

Anti-virus software is **integral** to computer and network security. Sophos Home (home.sophos.com, *Windows or macOS*) and Windows Defender (via Control Panel, *Windows*) provide free solutions for anti-virus scanning.

Never share your userID and password! Drexel will never ask for your password nor ask you to click a link or fill out an online form to keep your account active. Do not respond to phishing or suspicious emails.

Hours

Tech Lounge on the Square

(subject to change—check drexel.edu/IT):

Mon-Fri: 8 a.m. – 5 p.m.

Sat-Sun: 10 a.m. – 5 p.m.

Center City Help Desk:

Mon-Fri: 8 a.m. – 5 p.m.

Sat-Sun: Closed

Technology Resources for Students

at Drexel University



Tech Lounge on the Square
3208 Chestnut Street
New College Building, Rm 4138
215.895.2020 / helpdesk@drexel.edu
drexel.edu/it/services/overview

2023-2024

Welcome!

For more information about services described below, see drexel.edu/it/connect/overview.

Networking

Residence Halls Wired Internet

Connect your Ethernet cable into the jack that is typically located in the lower left (or just the lower) position of the wire station in your bedroom or common room. After opening a Web page, you will be re-directed to an on-boarding/registration site with configuration instructions. You will need your Drexel credentials to complete configuration. You need only enter your credentials once during configuration.

Campus Wireless Network

Connect your wireless device to the DrexelGuest network. Start your browser and click **DragonFly3 Installation Wizard** on the Guest Network page. If you don't see this page, go to drexel.edu and you will be re-directed to it. Follow the Installation Wizard instructions.

Accounts

Your computer accounts, accessed with your Drexel credentials (your userID is your initials followed by a number), provide access to email, Web services, wireless, and more. Use the accounts management system at accounts.drexel.edu to pick up accounts, check your University ID number, and reset your password.

Multi-Factor Authentication & Security

Never share your UserID or password. Drexel won't ask for your password or ask you to click a link / fill out an online form. Do not respond to phishing or suspicious emails. See more information at drexel.edu/it/security.

Your Drexel accounts require **Multi-Factor Authentication (MFA)**. First factor is something you know: a password. Second factor is something you have: a phone or phone number. If you don't have a phone, you might need to purchase a token from IT. Set up MFA at drexel.edu/it/mfa. *Note: You must call the IT Help Desk at 215.895.2020 to reset MFA.*

Another One Bites the Dust

Drexel University Security Training (DUST) provides students, faculty, and professional staff with the cybersecurity tools and knowledge they need to protect themselves, as well as their loved ones, against cyberattacks. To sign up for a session, contact informationsecurity@drexel.edu.

Email & Office 365

Current students can access email, cloud storage with OneDrive, and downloadable apps, including Word, Excel, Outlook, and more, at portal.office.com. Remember to sign in with your userID@drexel.edu account and Drexel password. Your email account, which provides 50 GB of storage, is critical for communication at Drexel.

DrexelOne & D1 Mobile

In the DrexelOne Web portal (one.drexel.edu), you can access registration, schedules, courses, grades, ePortfolios, eBills, and more. The DrexelOne Mobile app provides access to much of the same information—visit the app store for your phone.

Computers & Software

See the computer buying guide (under **Computers & Software** at drexel.edu/it) for general recommendations and discount information. Be sure to check your college's Web site for any additional specifications related to special applications.

A list of Drexel and personal software with more information is at drexel.edu/it/computers-software/software. Also check **OnTheHub** in DrexelOne.

Drexel Learn & Learn Mobile

Many courses use Drexel Learn, an online course environment for content delivery and communication. Access online courses and course components via the "Academics" tab in DrexelOne or sign in directly at learn.drexel.edu. For mobile access, install the Blackboard app from your device's app store. For Learn help, email itg@drexel.edu or call 215.895.1224 for 24/7 support.

TV Service

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. You will need to connect your own ROKU player to your television.

Phone Service

Students who live in Drexel-owned residence halls and who require a landline telephone may request this optional service at telephone-request@drexel.edu.

Need Help?

For technical support, contact the IT Help Desk:

Phone: 215.895.2020

Email: helpdesk@drexel.edu

Self-Help and Support Request: drexel.edu/servicedesk

Walk-in support during business hours at:

University City Campus

Tech Lounge on the Square
3208 Chestnut Street

Center City Campus

New College Building Room 4138
245 N. 15th Street

More Information

Drexel Information Technology offers many more services to students at drexel.edu/it, including campus technology news, computing policies, computer and information security tips, the email scam gallery, and more. Follow us on Twitter at [@Drexel_IT](https://twitter.com/Drexel_IT).