

Kentucky Wesleyan College

INFORMATION TECHNOLOGY SERVICES

NEW STUDENT FAQ

Q: What does my computer need to access K.W.C.'s network and Internet?

A: Before you can connect to our network either for email or the Internet, your computer must meet certain requirements. These compliant steps help ensure you have a safer computing network.

- You must have a network username and password. If we have not issued you one, contact us.
- Your computer must have an anti-virus program installed and it must be up-to-date.

No exceptions! You must chose which program you will run. We do not offer virus protection.

There are several on the market today including some free ones. The choice is up to you.

- If you are running Windows operating system, you must have "Automatic Updates" turned on.
- You must have either a Ethernet card or a wireless card in your computer. Massie Hall is wireless so you must have a wireless card regardless if it is a desktop or laptop.
- If you are using the wired network, you must supply your own Ethernet cable. They can be purchased at any retail store such as Wal-mart, Staples, Office Depot, etc. All dorms except Massie Hall have orange jacks in your room. Just plug your cable in for the wired network and follow the directions. Call us if you have problems.

Q: I want to use the wireless network?

A: For security purposes, we do not offer open broadcasting. Once your computer meets compliance above, you will need to have it configured for the wireless network. See the wireless link on our Help Desk homepage or contact us.

Q: What if I don't own a computer and want to buy one?

A: We have a purchase agreement with Dell but you do not have to buy a Dell. Through our purchase program, you can receive a discount using our Dell link. You are welcome to purchase something else if you find a good deal. Our link is just a place to begin if you don't know what to buy.

Q: If I don't bring a computer, where can I use a computer on campus?

A: We have 5 open access computer labs to serve your academic needs. There are also 4 email stations located by the fireplace in the Winchester Center. Use one of the labs below:

- 2 Labs in the Library Learning Center open during library hours
- 1 Lab in the Hahn Science Center
- 1 Lab in the Ralph Center
- 1 Lab on 4th floor of the Administration Building

Please feel free to contact us with questions.

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