

Walk-in Laptop Support

Walk-in support is provided for Babson-issued laptop computers at the IT Service Center in 220 Horn Library. The staff here can help you with hardware and software problems. If the problem cannot be resolved, you may be provided with a replacement machine. In addition, Service Center staff can assist you with issues you may have while in one of the computer labs on campus.

Configuring Network Printers

To connect to a public network printer, simply point Internet Explorer to www.babson.edu/it/printers, and select "My computer is a member of the Babson domain." Select the printers you want and they will be installed automatically. Babson has adopted the Pharos printing system, which requires you to log on to a release station near the public printer. From here you will see your print jobs and can choose to print them. To connect to a Pharos printer, go to it.babson.edu, click on the 'Configure Your...' link, and select 'Configure Public Printers'.

Presentation Technology Support

Babson has more than 50 rooms with installed presentation technology, including classrooms, meeting rooms, and group-study rooms. When you practice for a presentation, you can schedule a room with installed projection equipment by emailing scheduling@babson.edu. Should you need to make a presentation in a room that does not have the necessary equipment, your professor can request equipment delivery by calling Media Services at Ext. 6333 or online at www.babson.edu/media. Please note that there are no weekend delivery hours.



Important Web Addresses

Computer Support	it.babson.edu
Password Change	www.babson.edu/password
Outlook Web Access	mail.babson.edu
Portal	portal.babson.edu
Blackboard	blackboard.babson.edu
Public Printers	www.babson.edu/itsd/printers
RightAnswers	answers.babson.edu

Academic Year Support Hours				
Please see it.babson.edu for seasonal and holiday hours.				
Support Service	Monday—Thursday	Friday	Saturday	Sunday
Walk-in Support IT Service Center 220 Horn Library	7:30 a.m.—9:30 p.m.	7:30 a.m.—6 p.m.	Noon—4 p.m.	Noon—8 p.m.
Support via Telephone Ext. HELP (Ext. 4357)	7:30 a.m.—9:30 p.m.	7:30 a.m.—6 p.m.	7:30 a.m.—4 p.m.	Noon—8 p.m.
Email Support Support@babson.edu	7:30 a.m.—7 p.m.	7:30 a.m.—6 p.m.	7:30 a.m.—4 p.m.	Noon—8 p.m.

Web Self-support:
answers.babson.edu
it.babson.edu



IT Service Center
220 Horn Library Babson Park, MA 02457-0310
Phone: 781-239-4357 Fax: 781-239-6427 E-mail: support@babson.edu



BABSON

IT Service Center

Quick-Start Guide



FALL 2009/SPRING 2010

Laptops at Babson

Babson is entering its tenth year of providing laptops to students. For those ten years, we have partnered with Lenovo, the leading vendor of business laptops and a leader in the adoption of laptops in higher education. ThinkPads are known for their durability, high quality, and excellent support. This is what allows us to make sure your laptop will be there when you need it. Babson provides you with the laptop as a learning tool. For it to be effective, you need to know how to use it. Your professors will help you with this in class, and the IT Service Center also is available to answer questions. The best way to learn about your laptop is to explore. Your laptop can be a great aid to your studies, and it's beneficial to take a little time and get to know it.



Know Your Hardware

Your new ThinkPad T400s Widescreen has the following specifications:

- Windows® XP Professional Service Pack 3
- Intel Core2 Duo processor SP9400 (2.4GHz)
- 14.1" WXGA + TFT, w/ LED backlit Widescreen Display
- Intel WiFi Link 5100 Wireless LAN adapter
- Integrated Gigabit Ethernet
- 2GB PC3-8500 DDR3 SDRAM
- 120GB Hard Drive
- DVD recordable drive - 8x max dual layer
- Intel GMA 4500MHD graphics card
- UltraNav (Trackpoint and Touchpad w/Multi-touch)
- Integrated Camera and Fingerprint Reader

How to Use Your Laptop

A variety of materials are available to help introduce you to your laptop. The best one is built into the laptop itself! On the upper left of the keyboard you will see a blue button with "ThinkVantage" above it. This button links you to an interactive manual that covers all aspects of your laptop.

You also can find more Babson-specific information, including how-to instructions, technical self-help, and Babson's computer and network use policies, at the IT Service Center Web site, it.babson.edu.

Responsibilities

Your responsibilities are to:

- Backup the data on your machine.
- Care for the laptop.
- Report any damage or loss immediately.
- Pay for damages not covered by insurance or warranty.
- Return it when you leave Babson.

You should treat the laptop as if it were your own. You may install software, store your files, personalize your wallpaper, or make other software changes. However, be careful of what you do. Ultimately this is a tool for academic work, and you wouldn't want to find your newest computer game had made it impossible to prepare your homework!

Getting Help with Computing at Babson

Please take the time to familiarize yourself with the services available to you. With a little care and planning on your part, your laptop will be a powerful tool during your studies at Babson.

Your Babson Account

Your Babson account is your key to accessing IT resources and services at Babson. With this single account you can access Exchange, Babson's e-mail and calendaring system; log on to Babson's Windows domain and use shared drives and network printers; access academic materials on Blackboard, our course management system; and take care of business via Portal, our online administrative portal. Since this account is so critical, be sure to select a secure password. Please note that you will be required to change your password once a semester. To change your password, go to www.babson.edu/password and follow the instructions. Your password must be at least eight characters, and is case sensitive.

Network Access

With more than 9,000 network ports on campus, you are rarely far from a network connection. Your Babson-issued laptop is configured to work on the Babson network. Our wired network supports access speeds up to 100 Mb/sec. In addition to the wired network, Babson also has 802.11g (Wi-Fi) wireless access in the Horn Library, Horn Computer Center, Olin Hall, Reynolds Campus Center, residence halls, and classrooms on campus. Your T400s is preconfigured to work with Babson's wireless network. To turn the wireless on or off, make sure the switch on the side is on, then press the Fn and F5 keys simultaneously.

Shared Network Drive

When students log into the Babson domain, you will see that you automatically have access to a K: drive. This is where faculty members store files needed for course work, and where students can temporarily place files that are too large to be sent via e-mail. Students can also access the K: drive via the Web from off campus by going to portal.babson.edu. Public files on the K: drive are deleted every Friday night, so please plan accordingly. K:\APPS also provides many useful software downloads for use while students are at Babson.

Personal Network Drive

Undergraduate students logging into the Babson domain also will see a U: drive. The U: drive is your personal space, which you can use to store your documents. You cannot store MP3 files on the U: drive. You are limited to 200 MB of data storage on this drive. When on campus, the U: drive will automatically show in My Computer. When off campus, the U: drive is available by logging into portal.babson.edu and viewing the My Drives portlet.

Online Student Resources (Portal)

Whether you want to register for classes, view your class schedule or grades, list your courses, see your financial aid status or your bill, or change your address, you will want to do it through Portal. Go to portal.babson.edu and sign on with your username and password. Follow the navigation tabs and use the portlets to find the specific service you need.



Blackboard

Many courses will utilize an online component delivered through Blackboard, our course management system. Course-related materials such as syllabi, assignments, and other resources can be found here. Ask your professor if your course is using Blackboard.

Blackboard is available via the Web at blackboard.babson.edu. Click login, and then enter your username and password. You will see your courses listed. If you do not see a course you are enrolled in, make certain the professor is using Blackboard and has made the class available to students.



Microsoft Exchange

Babson's E-mail, Calendaring, and Group Scheduling Solution

Babson College uses Microsoft Exchange to provide e-mail, calendaring, and group scheduling. You can access your Exchange account in a variety of ways.

1) Microsoft Outlook Over HTTP

This solution is for the Outlook power user who wants to access the features of Exchange, such as calendar and group scheduling, and e-mail from within Outlook while off campus. Setting up Outlook over HTTP will allow you to access these features without changing the preferred default configuration in Outlook. For complete instructions on how to do this, see it.babson.edu.

2) Outlook Web Access (OWA)

To access your e-mail, calendar, and group schedules from the web, point your browser to mail.babson.edu and log on with your Babson username and password. You will be able to access this site from any computer with Internet access on or off campus, and it requires no configuration of your computer.



Web Support/Self Support

RightAnswers is an online knowledgebase that is available to you via the Web at <http://answers.babson.edu>. Whether you are studying, working from your dorm or on the road - the technical support information you need is now available online 24 hours a day.

Telephone Support

For telephone support for computer-related problems and inquiries during normal business hours, contact the IT Service Center. The Service Center staff will troubleshoot your problem. If they cannot resolve your problem immediately, they will escalate it to the appropriate group within ITSD. The Service Center may be contacted at Ext. 4357 or support@babson.edu.