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Please save this document  
for future reference.

# Laptop Computing at BC Law



**BOSTON COLLEGE  
LAW LIBRARY**

Administrative and Technology Resources

## Help Center

Located in the  
Law Library Room 205

617-552-2604 or  
[atrinbox@bc.edu](mailto:atrinbox@bc.edu)

ATR offers assistance to students during Help Center hours. Help Center hours are posted on the door and on the Law Library website at the beginning of each semester. Extended support hours are offered at the start of each academic year for activation/network connection issues.

Every effort will be made to resolve user issues expediently, however, ATR reserves the right to triage requests for service and determine its own workflow.

In emergency situations (potential loss of data), ATR offers immediate assistance during regular business hours: 9:00 a.m. to 5:00 p.m., Monday through Friday.

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## Support Policy

ATR offers assistance with the following:

- network activation
- ExamSoft issues
- printing at the Law Library
- virus protection and removal
- basic word processing questions
- basic troubleshooting

*ATR does not provide any hardware repair service.* Information Technology Services (ITS) provides Boston College faculty, staff, and students an on-campus Hardware Repair Center for warranty and non-warranty computers as well as University owned printers. BC Law students may use the Boston College Service Repair Center located on the Chestnut Hill Campus. For more information visit: <http://tinyurl.com/bcrepair>.

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## Off-Hour Assistance

Off-Hour Assistance is available in the Campus Technology Resource Center (CTRC) located in the O'Neill Library on the Chestnut Hill Campus. The CTRC is open most nights until midnight.

<http://www.bc.edu/ctrc>

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## Username & Password

If you have forgotten your password, call 552-HELP.

### New Students

You should have received via U.S. Mail your Boston College username and a temporary network password. If you did not receive this information or have forgotten it, please ask for assistance in the Academic Services Office (Stuart Hall, Room M308).

If you have not already selected a new password you should as soon as possible. This procedure is accomplished using the BC Intranet online at <http://portal.bc.edu>. Be sure to complete the challenge question section, which will provide a way for Information Technology to verify your identity and reset your password should you forget it.

The first time you access Agora, you will be asked to accept the Technological Information and Use Agreement and select your privacy preferences. *Please be sure to release your e-mail address to the BC community. This setting will allow to you to be included in class e-mail lists.*

### Returning Students

If you have forgotten your password, call 552-HELP. They will be able to assist you over the phone providing you answered the Challenge Questions in Agora. We suggest that you select a new password periodically.

## Agora

<http://portal.bc.edu>

Agora is a portal to many web-based services and tools including your financial aid, informal transcript, and course registration information. It also allows you to view and change your password and address information, set your privacy preferences, forward your e-mail, and add money to your EagleOne ID card to pay for printing, purchase meals in BC dining facilities, etc.

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## Email

Access your email on the web at

<http://mail.bc.edu>

- All students at BC Law are automatically assigned an email account by Boston College.
- Messages will be sent to your BC account from BC Law faculty and administrative offices. If you prefer to use a personal mail account, you should set your BC email to **forward** directly to this account.

### Email Services available through Agora.

Login to Agora <http://portal.bc.edu> with your username and password, click on Email Services.

<b>Mail Forwarding</b>	allows you to set a mail forward to another email address. <i>Do not choose to "keep a copy".</i>
<b>Auto Reply</b>	allows you to set an auto reply message.

### Your BC Email Address

Boston College email addresses can take two forms:

username@bc.edu

or the form (recommended):

firstname.lastname.#@bc.edu

(The # indicator occurs when multiple members of the BC community share the same name. To determine your exact address for this form, consult the on-line directory at <http://www.bc.edu/a-z/directories.html>)

For additional information, including how to configure email clients such as Outlook for BC mail, see:

<http://www.bc.edu/email>

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## Theft Protection



Laptops should never be left unattended anywhere at BC Law including the Law Library. Student laptops have been stolen. The library is not responsible for lost or stolen personal possessions.

We suggest that you purchase a laptop lock which allows you to secure your laptop to table legs or to the d-rings installed in library carrels. This is not a foolproof system but it is a highly recommended theft deterrent. Locks are available through the BC Bookstore.

## Network Configuration & Activation

### Macintosh OS X 10.4 and 10.5



## Macintosh OS X 10.4 and 10.5

- You need to be at BC to activate your laptop on the BC Network.
- Computers on the BC Network must have Virus Protection Installed. See page 8.
- For detailed instructions please review the Activation Mac OS X handout in front of the Help Center or online at: <http://tinyurl.com/bclawtech>.

### Activate Your Wired Ethernet Card

Plug one end of your Ethernet cable into your laptop and the other into a network jack at the Law School.

- *Carrels in the Law Library and classroom seats in the East Wing have network jacks.*
- *Ethernet cables are available for purchase at the Law School Bookstore.*
- *If you use a personal firewall, you should disable it before activating.*

Open a web browser (Safari, Firefox) and go to <http://activate.bc.edu>. When you launch the browser your homepage may display a "Page Not Found" error but when you type in the address: activate.bc.edu you should be taken to the activation page.

Follow the instructions on the screen.

### Restart your laptop.

NOTE: *There may be a short time delay before you can access email or the Internet.*

### Configure & Activate Your Wireless Ethernet Card

Unplug your Ethernet cable, if you have one plugged in.

Make sure you are in an area of the Law School that supports the wireless network. Stuart House, the East Wing, the Library and the courtyard area all have wireless network access installed. You may, however, find "dead spots" and at times, experience performance issues.

### Configure

Locate the AirPort status icon in the Menu bar,  or , located in the upper right hand corner of the screen. The AirPort status icon allows you to select a wireless network, turn the AirPort wireless card On or Off, and offers a way to open the *Internet Connect* (OS 10.4) or *Network Preferences* (OS 10.5) utility.



- Click on the AirPort icon in the Menu bar at the top right hand corner of the screen.
- If the AirPort status is **Off**, click **Turn AirPort On**.
- Select **BCSecure** from the list of available wireless services.
- Check "Show password" and "Remember password in keychain".
- The password is: **bc\$3cur3n3twork\$**
- Then click OK.

#### Activate

You **MUST** activate your computer for wireless network access (even if you have already activated your computer for wired network access). Open your Web browser and go to: <http://activate.bc.edu>. Follow the instructions on the screen.

Restart your computer after activating. There may be a short time delay before you can access your email and the Web.

You **MUST** make sure you have virus protection installed and configured to receive updates automatically. Use the pre-configured software made available for free by the University. See page 8. Also check for any Software Updates (page 9).

## Network Configuration and Activation

### Windows XP Pro & Vista



## Windows XP Pro & Vista

- You need to be at BC to activate your laptop on the BC Network.
- Computers on the BC Network must have Virus Protection Installed. See page 8.
- For detailed instructions please review the Activation handouts in front of the Help Center or online at, <http://tinyurl.com/bclawtech>.

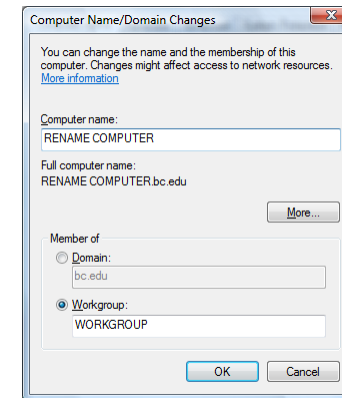
### Rename Your Computer

Many students have trouble activating their laptops because a computer with the same name already exists on the network. We suggest that you begin the activation process by changing the name of your computer to something unique. Using your BC username, although unique, poses a security risk. Please do not use your BC username.

Here's How:

- Right click on My Computer → Properties
- Click on Advanced settings
- Click on the computer name tab
- Click on "Change"  
Rename the machine and reboot

We suggest a combination of random letters and numbers or part of your and street address or home zip code. If it is not unique, you may need to this process.



name repeat

### Activate your Wired Ethernet Card

Plug one end of your Ethernet cable into your laptop and the other into a network jack at the Law School.

- *Table and carrels in the Law Library and classroom seats in the East Wing have network jacks.*
- *Ethernet cables are available for purchase at the Law School Bookstore.*
- *If you use a personal firewall, you should disable it before activating.*

Open a web browser (Internet Explorer, Firefox) and go to <http://activate.bc.edu>. When you launch the browser your homepage may display a "Page Not Found" error but when you type in the address: activate.bc.edu you should be taken to the activation page.

Follow the instructions on the screen including the instructions for installing the McAfee ePO client.

Restart your laptop.

NOTE: *There may be a short time delay before you can access email or the Internet.*

### Configure & Activate your Wireless Ethernet Card

- Unplug your Ethernet cable, if you have one plugged in.
- Make sure Wireless is turned on. Some laptops have an on/off button on the side of the laptop, others the on/off toggle is a function key. Laptops with Intel wireless software, usually *display this icon in the system tray (lower right-hand corner)* Wireless can be turned on and off by right-clicking on the icon.
- Make sure you are in an area of the Law School that supports the wireless network. Stuart House, the East Wing, the Library and the courtyard area all have wireless network access installed. You may, however, find "dead spots" and at times, experience performance issues.

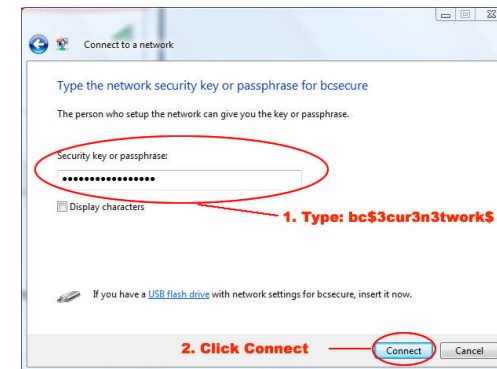


#### Configure

From the **Start** Menu, choose **Connect to** and then select **BCSecure**.

screens may differ slightly in appearance.

- When prompted, type in the password:  
**bc\$3cur3n3twork\$**
- Then click Connect.



Your

#### Activate

If you use a personal firewall, you should disable it before activating. You must activate even if you have already activated your wired Ethernet card.

Open a web browser (Internet Explorer, Firefox) and go to <http://activate.bc.edu>. When you launch the browser your homepage may display a "Page Not Found" error but when you type in the address: activate.bc.edu you WILL be taken to the activation page.

Follow the instructions on the screen.

*If you have not yet installed the McAfee ePO client, you will need to before you activate. If you have already installed ePO just click continue.*

**Restart your laptop.**

*There may be a short time delay before you can access email or the Internet.*

You MUST make sure you have virus protection installed and configured to receive updates automatically. Use the pre-configured software made available for free by the University. Information follows. Also check for any Windows Updates.

## Virus Protection



In an effort to protect all users on the BC Network, Information Technology may revoke your network privileges if virus software and necessary software updates are not installed.

All laptops (PC and Mac) that connect to the BC network must be protected with up-to-date virus software. The University monitors PC laptop user compliance using ePO software. ePO must be installed on PC laptops. BC makes ePO, McAfee's VirusScan software, and all updates available to all registered students free of charge. Software and detailed installation information is available at <http://www.bc.edu/virus>.

Information Technology offers Sophos as the Macintosh anti-virus software free of charge to all members of the BC community. Download and installation instructions can be found here: <http://tinyurl.com/bcsophos>.

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## Network Printing

Boston College has mandated that all computer labs across the University manage printing using the Pharos print management system. The Law Library Pharos Print stations are available in the Lutch Computer Center (LIB 300), the Fleet Legal Research Lab (LIB 253), and the Computer Assisted Learning Center (LIB 155). The Pharos print management system is also installed in the Career Services Library (East Wing, 210A).

For detailed instructions please review the Network Printing handouts in front of the Help Center or online at, <http://tinyurl.com/bclawtech>.

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## Blackboard Vista

Boston College uses Blackboard Vista as its course management system. Not to be confused with Microsoft Vista, Blackboard Vista is an e-learning application that complements classroom instruction. It is accessed through your internet browser and provides a contained, secure environment for sharing materials as well as number features and tools that enhance learning.

For help visit:

<http://tinyurl.com/blackboardvista>

To login to your Blackboard Vista courses visit: <http://cms.bc.edu>



## ExamSoft

Students may take exams on their PC/Windows and Macintosh laptops equipped with Intel Core 2 Duo processors using ExamSoft's SoftTest. Macintosh laptop owners will need to have Mac OS X (10.5.x Leopard) and BootCamp installed as well as Microsoft Windows XP Pro or Windows Vista Business/Ultimate/Enterprise. Additional information for PC and Mac laptop owners will be made available closer to exam time at the ExamSoft web site (<http://www.examssoft.com/bclaw>).

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## Software from BC

<http://www.bc.edu/software>

Boston College makes Microsoft Office productivity software (PC & Mac), Adobe Acrobat Reader and Acrobat Professional, and a number of other programs and utilities available through the following website: <http://www.bc.edu/software>. Students will need to input BC security credentials (username and password) in order to download software. Microsoft Windows operating systems – XP Professional and Vista Enterprise – are provided on request to members of the BC Law community through the Law School's Student Computing Help Center (Law Library, Rm. 205) or through the University's Walk-in Help Center located in the O'Neill Library, Rm. 248. Mac OS X is not available through the University. Mac OS X can be purchased through the Apple Store <http://store.apple.com/>.

In addition, the University makes other software packages available through a web-based application server. Students may access the application server at: <http://apps.bc.edu>. A small Citrix utility will need to be installed on your computer before you can start using the application server. You can view a FAQ about the application server at: <http://tinyurl.com/bcappsfaq>

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## Computer Hygiene

Spyware and adware are threats that common anti-virus applications do not immediately cover. If you have a PC, you most likely have spyware if you see new toolbars in your browser that you did not intentionally install, if your browser crashes, or if your browser start page has changed without your intervention. Even if you do not notice anything different, you may be infected, because more and more spyware is emerging that is silently tracking your Web surfing behavior to create a marketing profile of you that will be sold to advertisement companies. Links to anti-spyware and anti-adware software and installation instructions are available at: <http://tinyurl.com/bcspyware>.

We recommend installing the suggested programs and running them at least once a week. Updates should also be applied on a weekly basis.