I. Technology Use at Boston College

AGORA E-SERVICES

You will receive your Boston College username and a temporary password via U.S. mail this summer. We suggest that you access the University's Intranet, Agora Portal, before you arrive at BC. Agora is the access point for a variety of personal services, including financial aid, course registration, password and address changes, privacy preferences, email forwarding, and EagleOne ID card fund management for meal purchases and printing.

To access Agora for the first time: Log in at http://portal.bc.edu with your BC username and temporary password and follow the directions on the screen to select a personal password, accept the BC Technological and Information Use Agreement, and set your personal privacy preferences.

NOTE: Please do not suppress your e-mail address to members of the BC community; doing so will prevent you from receiving important e-mail messages from your professors (e.g. class assignments) and the Law School's administration.

Also, you will need to select a secondary password to access BC’s Gmail system. You can do this while you are logged into Agora. Please see http://www.bc.edu/googlehelp for detailed instructions.

STUDENT EMAIL AT BC – GOOGLE APPS for EDUCATION

Your email address at Boston College has two forms: firstname.lastname.#@bc.edu or username@bc.edu. If your full name is not unique at BC, you must use the appropriate number after your name (for example, John.Doe.3@bc.edu).

To learn what your number is, check the online communication directory (http://portal.bc.edu). Please note that the University prefers that you use the firstname.lastname.#@bc.edu form of your e-mail address, since your username is part of your network security credentials.

BC students access their email and more through Google Apps for Education. Using an “@bc.edu” email address, students can access Google's Mail, Contacts, Groups, Drive, Calendar, Hangouts and Sites. Google Apps for Education is a suite of communication and collaboration tools that are all accessible through the Web. Please visit the BC Google Help website at: http://www.bc.edu/googlehelp for more information.

NETWORK/ACTIVATION

Laptops, tablets, and mobile devices need to be activated on the BC network to obtain access to the Internet and other e-services. You cannot activate your devices if you are not physically at Boston College. Detailed instructions are available on the web at: http://goo.gl/x8mnAN. Instructions will also be available in the library during orientation. We ask that you follow the instructions on your own; however, ATR will offer special assistance during the first few weeks of the semester to those who experience difficulties.

EXAMS ON COMPUTERS

Students may take exams on their Windows and Macintosh laptops equipped with Intel processors using ExamSoft's SoftTest. Additional information for PC and Mac laptop owners will be made available closer to exam time at the ExamSoft website: http://www.examsoft.com/bclaw.
COMPUTING FACILITIES

The Law Library maintains four computing facilities for use by the Boston College Law School community. Each has scanning, graphic, and web development resources. The Law School’s main computer center is located in the Law Library, Room 300. For additional information, please visit the Law Library’s website at http://www.bc.edu/lawlibrary

Law students are also welcome to use the computing resources in the O’Neill Library on the Chestnut Hill Campus. O’Neill has a variety of public workstations located on the main level (Level 3) and offers students access to computers with specialized multimedia software on Level 2 in Room 205. Please visit http://www.bc.edu/libraries for information on resources and hours of operation.

PRINTING

Printing at BC Law School is regulated by a University print management system tied to your BC EagleOne ID. The Law Library has laser printers in the Lutch Computer Center (Room 300) and in public areas on all floors of the building. Print jobs can be sent from any lab, library public access computer, or personal laptop and can be accessed at any print release station in the Law Library or at any Pharos print release station at the University. Instructions for setting up personal laptops to work with the University’s print management system will be made available at the start of the school year.

The University provides a quota of 500 pages of free printing each term (fall and spring). Printing requests made once the University quota is exhausted are charged at 3 cents per page (double-sided printing is discounted).

For more information, please visit the University Print Management FAQ website at http://tinyurl.com/PharosFAQ

AVAILABLE SOFTWARE FROM BOSTON COLLEGE

Boston College makes various software programs, including Microsoft Office, available to students free of cost through the following website: http://www.bc.edu/software. Students will need to input their BC username and password in order to download software.

Microsoft Windows operating system – Windows 7 Enterprise and Windows 8.1 Enterprise – are provided on request to members of the BC Law community through the Law Library’s Student Computing Help Center (Law Library 205) or the University’s Walk-in Help Center (http://www.bc.edu/offices/its/walkin.html). Please note that students may be referred to the University’s Walk-in Help Center located in the O’Neill Library, Rm. 316 for System OS installs during periods of high demand in the Law Library’s Help Center.

NOTE: Apple OS X is not available through the University and must be purchased from Apple directly.

II. Security

VIRUS PROTECTION

All laptops (PC and Mac) that connect to the BC network must be protected with up-to-date anti-virus software. The University makes anti-virus software available free of charge. Download and detailed installation instructions are available at http://www.bc.edu/virus

Please be sure to uninstall all pre-loaded virus software on your laptop before loading BC’s anti-virus software.

SPYWARE & ADWARE PROTECTION

Spyware and adware are threats that common anti-virus applications do not cover. If you have a PC, even if you do not notice anything different, you may be infected with spyware or adware. Links to anti-spyware and anti-adware software and installation instructions are available at: http://www.bc.edu/offices/help/security/spyware.html

AVOIDING THEFT

We suggest you purchase a security cable to secure your laptop to D-rings installed at carrels and tables in the Law Library. These locks are available at most office supply stores and the Law School Bookstore.
III. Getting Help

ASSISTANCE ON THE NEWTON CAMPUS

The Law Library’s Administrative & Technology Resources (ATR) department offers assistance to students through the Law Library’s Student Computing Help Center located on the main floor in Room 205. Service is provided during set hours which are posted at the start of each semester on the web and on the door to Room 205. In emergency situations (emergency = potential loss of data), ATR offers immediate assistance during regular business hours (8:30 am to 5 pm, Monday through Friday). ATR can also be reached at (617) 552-2604 or via email at atrinbox@bc.edu.

ATR ASSISTANCE

The Law Library ATR Team can assist with:

- Network activation
- ExamSoft issues
- Assistance with University-supported software installations and software troubleshooting
- Printing at the Law Library
- Virus protection and removal
- Basic MS Office questions
- Basic computer hardware and software troubleshooting
- Mobile device (phone/tablet) network activation and mail set-up

NOTE: ATR does **not** provide any hardware repair service.

Students may also call the University’s Help Center at (617) 552-HELP or seek assistance at the Walk-In Help Desk located in the O’Neill Library, Room 316 on the Chestnut Hill campus. See [http://www.bc.edu/offices/its/walkin.html](http://www.bc.edu/offices/its/walkin.html) for location information and a complete listing of operating hours.

LAPTOP HARDWARE REPAIR

Hardware repair service for Boston College students is located on the Chestnut Hill Campus in the O’Neill Library building, Room 208. Boston College has contracted with MICROS Northeast for hardware repair services for Apple, Dell, HP, and Lenovo computers. Other makes and models may also be serviced by MICROS. For more information please visit the following website: [http://tinyurl.com/bccompfix](http://tinyurl.com/bccompfix)

Note: There may be fees associated with certain repairs.

ADAPTIVE/ASSISTIVE TECHNOLOGY

Incoming students who require adaptive or assistive technology are encouraged, but not required, to identify themselves and their needs to the Associate Dean for Academic, Career & Student Services. Law School and Law Library staff are happy to work with students to insure that necessary accommodations and training are in place before the start of school. The Associate Dean for Academic, Career & Student Services can be reached by phone at (617) 552-2527.

Follow ATR on Twitter for the latest Law School and University tech updates.
We’re at: [http://twitter.com/BCLawLib](http://twitter.com/BCLawLib)

Facebook ...
We’re at: [http://tinyurl.com/3mlveaq](http://tinyurl.com/3mlveaq)
IV. Purchasing a Laptop

The majority of BC Law students own a personal laptop. Recommended *minimum* specifications are provided below:

<table>
<thead>
<tr>
<th>MINIMUM RECOMMENDED SPECIFICATIONS</th>
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<tbody>
<tr>
<td><strong>Microsoft PC</strong></td>
</tr>
<tr>
<td><strong>CPU:</strong></td>
</tr>
<tr>
<td>Intel Core Duo processor</td>
</tr>
<tr>
<td><strong>Memory (RAM):</strong></td>
</tr>
<tr>
<td>4 gigabytes or higher (the more the better)</td>
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<tr>
<td><strong>Productivity Suite</strong></td>
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<tr>
<td>Microsoft Office 2010 and Office 2013</td>
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<tr>
<td>(available at <a href="http://www.bc.edu/software">http://www.bc.edu/software</a>)</td>
</tr>
<tr>
<td><strong>Operating System:</strong></td>
</tr>
<tr>
<td>Windows 7 (Business, Ultimate, Enterprise)</td>
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<tr>
<td>Windows 8/8.1 (Business, Ultimate, Enterprise)</td>
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<tr>
<td>Windows 10 is not yet supported by Boston College</td>
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<tr>
<td>Home and Home Premium versions of Windows, are <strong>NOT</strong> designed for network computing and are not recommended. If you have a laptop with a Home/Home Premium version of Windows, we strongly suggest that you upgrade. For more information, see <a href="http://www.bc.edu/software">AVAILABLE SOFTWARE FROM BOSTON COLLEGE</a> above.</td>
</tr>
<tr>
<td><strong>Networking:</strong></td>
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<tr>
<td>Wired Network:</td>
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<tr>
<td>10/100/1000 Ethernet card and 10/100 BASE-T Ethernet cable (cat5)</td>
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<tr>
<td>Wireless Network:</td>
</tr>
<tr>
<td>A wireless 802.11 A/G/N compliant network card</td>
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</tbody>
</table>

*BC supports the English edition of each operating system. Other languages will be supported only to the extent possible. We highly suggest acquiring a laptop with an English version of the operating system.*

**RECOMMENDED ACCESSORIES:**

- USB memory stick (minimum 1 GB) for personal use.
- Laptop lock.

**BC BACK-TO-SCHOOL BUNDLES:**

Special back-to-school laptop packages and pricing for BC students are offered through the University’s Bookstore. You may view the offers online at [http://www.bc.edu/laptop](http://www.bc.edu/laptop).

**FINANCIAL AID FOR LAPTOP PURCHASE**

Some reimbursement for a computer purchase in the form of educational loans may be available after you enroll in August. Please contact the Law School Financial Aid Office at (617) 552-4243 for more information.