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Introduction

The Office of Information Technology at Niagara University offers many services and information systems for students. At Niagara, we take pride in being a technologically contemporary institution with a commitment to serving our students with current technology to enhance their academic experience. We allow students to use the tools they wish in their academic experience and welcome all kinds of technology.

Help Desk

Information Technology offers a help desk on the first floor of St. Vincent’s Hall, room 108. The help desk staff can provide support for a variety of technology related problems, or questions you may have including:

- User Account issues
- Computer or network questions (viruses/spyware)
- ResNet
- Computer lab help
- Phone problems
- Wireless Network
- Support for myNU, e-mail, Blackboard, and Web Advisor

You may also call the help desk at 716-286-8040 or e-mail helpdesk@niagara.edu

Computer Labs

Information Technology maintains computer labs across campus for both public and classroom use. Our main public computer lab is in St. Vincent’s Hall, Room 107. This 24/7 computer lab offers PC’s and Macs along with laser printers. These computers have standard software including Microsoft Office and many other applications to support the varying academic needs at NU. A valid NU ID card is required for printing.

Additional computing is available at the library, and a Mac lab is available for student use in Dunleavy Hall, room 122, when the room is not used for classes.
Contacts and Resources

Additional information and support for all technology services can be found at the Office of Information Technology Website.

Additional resources can be found via the following URLs, e-mail addresses, and phone numbers:

- **Information Technology Website**: [www.niagara.edu/it](http://www.niagara.edu/it)
- **myNU**: [mynu.niagara.edu](http://mynu.niagara.edu)
- **Student Email**: [apps.niagara.edu](http://apps.niagara.edu)
- **Blackboard**: [blackboard.niagara.edu](http://blackboard.niagara.edu)
- **IT Helpdesk E-mail**: [helpdesk@niagara.edu](mailto:helpdesk@niagara.edu)
- **NiagaraIT Twitter**: [http://twitter.com/niagarait](http://twitter.com/niagarait)
- **Help Desk Line**: 716-286-8040 or x8040 on campus
- **ID Card Office**: 716-286-7310 or x7310 on campus
**PurplePass**

The PurplePass is the gateway to many of NU’s web-based services. It is the username and password you will use to access anything which asks for a PurplePass login or displays the PurplePass logo.

The PurplePass system is utilized by myNU, Blackboard, student e-mail, and Web Advisor, as well as other web services provided by individual departments at NU. Just look for the PurplePass logo!

All NU students will have a PurplePass account created for them.

By default, your PurplePass username and password are as follows:

**Username:** Your Student username is a lowercase "s" followed by your complete seven digit Student Number. Example: Student number = 0034567 then Username = s0034567.

**Password:** “Nu” + two digit day of birth + last four digits of Social Security Number. If you were born on “June 8” and the last four digits of your Social Security number are “3344”, your defaulted password will be “Nu083344”.

**Alternately,** if we do not have the required information on file for you to create the default password, an alternate password is used. That password is “Nu” + the first two letters of your last name, followed by the last four digits of your student number. For example, John Doe with a student number of 0123456 will have an alternate password of NuDo3456.

Further information on the PurplePass authentication system can be found at [www.niagara.edu/purplepass-account](http://www.niagara.edu/purplepass-account). If you forget your password, you can reset it by following the “Forgot your password” link located at [http://mynu.niagara.edu](http://mynu.niagara.edu).

*Canadian students will utilize their Social Insurance number*
myNU (Student Portal System)

myNU is a secured website for Niagara University students to obtain access to information specific to their student account, and uses the PurplePass sign-in system to log in. It offers personalized content to students, carefully selected and organized links, and many other useful services.

The system's main function is to bring all helpful Niagara University related content to our students through one efficient, and organized website. Registration hold information, housing lottery numbers, email, and other personal content are just a few items delivered to students through their myNU.

Blackboard

All NU students automatically have Blackboard accounts created for them upon registration. Blackboard is a system used by NU instructors to put their course material online. The Blackboard e-Education platform is designed to transform the Internet into a powerful environment for the educational experience.

Blackboard is located at http://blackboard.niagara.edu

The Blackboard system is scheduled to use the PurplePass authentication system starting in Fall 2010.

Additional Blackboard user support can be found at www.niagara.edu/blackboard. This site was designed to support the needs of students and instructors related to the Blackboard course management system.

Web Advisor

Web Advisor is a part of the myNU system that allows students to register for classes, view grades, print transcripts, pay bills, and more.

Once signed in to myNU, the Web Advisor tab is located at the upper right hand. Click on the tab, log into the Web Advisor system using your PurplePass information and follow the desired links.
Student E-mail (Gmail)

Niagara University offers a Web-based e-mail system for its students. Niagara is currently partnered with Google Apps to offer Gmail to its students. It is important to note that all official communications from Niagara University will be delivered directly to your NU student e-mail account, including general announcements, communications from your instructors, reminders from various offices, and any other important information. It's imperative that you check your NU e-mail account on a regular basis.

To login to the e-mail system, visit http://apps.niagara.edu and use your PurplePass sign-on information. You can also find e-mail through myNU at http://mynu.niagara.edu. Look for the “e-mail” tab at the top.

Your e-mail address will be your first initial and last name, and if needed, a number. John Doe’s e-mail would be jdoe@mail.niagara.edu, but the next John Doe would be jdoe1@mail.niagara.edu, and the next jdoe2@mail.niagara.edu. Your personal e-mail will be displayed within myNU in the “My Profile” section.

Students are also given an e-mail address alias using their student number. For example, if your student number is 56813, your e-mail address alias would be s0056813@mail.niagara.edu. E-mail sent to this address will also be delivered to your NU e-mail account.

Basic help functions are built right into the system, if you have any other questions contact the Office of Information Technology at 716-286-8040.
Google Apps @ NU

Now you can have Google-powered email, calendars, document sharing, and IM, all from your @mail.niagara.edu account. Visit http://www.niagara.edu/apps for more information.

Google Apps @ NU is located at http://apps.niagara.edu

Gmail
Kept your NU email address, but use Google’s advanced email interface – without ads. Comes with a powerful spam filter and 7+ gigabytes of storage.

Calendar
Organize your life – keep a calendar for yourself, share calendars with your friends, and subscribe to public calendars to stay on top of events on campus.

Talk
IM with friends and classmates, or make free voice calls to anyone else with Google Talk, anywhere in the world.

Docs
Create and share documents, spreadsheets, and presentations online, and download them to your favorite desktop applications. Great for collaborative projects, in and out of class.

Sites
Create websites quickly and easily using Google’s content management technology. Publish your site to the whole internet, or just your classmates.

Groups
Create groups to easily stay in touch with classmates via Google Apps and create e-mail lists to send out announcements.

And more
As Google develops new tools, Niagara and Google will collaborate to bring them to you.
About The Use of E-mail

Niagara University considers e-mail to be an effective and official method of communication. E-mail offers many advantages such as timeliness, convenience, ease-of-use, and it is cost effective.

All Niagara University students will be given a Niagara University e-mail account. The Office of Information Technology is committed to supporting these accounts through effective system administration and friendly support. The goal is to ensure that faculty and staff can effectively communicate with all Niagara University students through their Niagara University e-mail address.

Guidelines

Niagara University Usage

Niagara University will use e-mail as an official method of communication. The University will e-mail students using their Niagara University supplied e-mail address. Students are responsible for the consequences of not checking their University e-mail regularly.

Obtaining a Niagara University Student E-mail Account

All enrolled Niagara University students will be issued an e-mail account on our web-based student e-mail server (Gmail), [http://apps.niagara.edu](http://apps.niagara.edu). This e-mail account will be the official e-mail address the University will use for all communication.

Frequent Usage

Niagara University expects its students to check their e-mail frequently and regularly. Some communications may be of importance only if they are received in a timely manner. Instructors expect students to regularly check their e-mail, as they will presume that the student has received their messages.
Faculty Guidelines and Course Related Usage
Niagara University instructors may set guidelines in the classroom defining how students use e-mail in their course. Many instructors will send e-mail to students using the Blackboard Learning System. By default, this system is pre-populated with the student’s University e-mail address. While the student can change the address, it is the student’s responsibility to make sure any other address is accurate and functional. Niagara University will only support the official student mail system. It is not recommended that you change the email address associated with your Blackboard account.

Appropriate and Acceptable Usage
All use of e-mail will be consistent with other University policies. The use of e-mail will be consistent with local, state, and federal law, including the Family Educational Rights and Privacy Act (FERPA). Communication through e-mail may be both formal and informal. Some examples of e-mail communication are events, account notices, class information, policy information, and registration information.

Creation/Purging
Niagara University Student E-mail accounts are generated and purged automatically based on enrollment status. Students entering Niagara University will have an e-mail account created for them at CARE or after they register for classes. Students will keep their account so long as they are enrolled in classes at Niagara. Once a student graduates or leaves Niagara, the account is purged after the add/drop period expires during the fall semester. Once purged, accounts cannot be created again unless the student re-enrolls at Niagara.

Niagara University does not maintain e-mail accounts for alumni.

If I have questions or problems, what can I do?

Visit http://www.niagara.edu/it for online help.

Visit the IT Help Desk, St. Vincent’s Hall room 108 with your student ID for assistance Monday-Friday or call 716-286-8040
**Student Web Pages**

The Niagara University Office of Information Technology allows currently enrolled students to create web pages for class assignments, hobbies and personal use. Information Technology does not provide technical support for personal web pages beyond establishing the initial account and providing server space. Students applying for web server space are expected to know how to generate their own pages and how to upload them to the server. NU does not support counters, forms or other server-side services for student web pages.

Alternately, you may use Google Sites in the Google Apps @ NU suite to create web pages if you are not interested in creating a site from scratch. To access Google Sites, visit [http://apps.niagara.edu](http://apps.niagara.edu)

### Guidelines

- Content and links referring directly or indirectly to illegal, pornographic or other inappropriate material are specifically prohibited. All pages will be reviewed regularly and any site deemed unacceptable by these guidelines will be removed. The University reserves the right to remove any information published through its campus network if determined to be in violation of university policy, or not in the interest of the university.
- Students are responsible for their own web pages. This includes responsibility for avoiding copyright violations; complying with local, state, and federal laws. Copyright laws apply to electronic publishing as well as to print publishing. Be sure you have permission to publish the information, graphics, or photographs on your pages if you are not the author or creator.
- Some of the things you might want to put out on your own personal pages would be academic content such as research, your resume, photos of your family, pets, or vacations, etc.
- Things you should not put on your site are commercial/business endeavors and any inappropriate content or links.
- Students applying for web server space are expected to know how to generate their own pages and how to upload them to the server. NU does not support counters, forms or other server-side services for student web pages.
- Students are not allowed to run scripts or any server-side applications.
Student web pages express the views and opinions of their author(s), who are solely responsible for their contents and do not represent official positions or policies of Niagara University.

Student sites will be purged without notice if a student is not enrolled.

The eagles.niagara.edu server is bandwidth limited to make sure that the main Niagara University internet services and academic needs are protected.

Failure to adhere to these guidelines may result in sanctions, including loss of privileges and/or University disciplinary action.

Getting Started

Login to myNU and click on the resource tab. Under Information Technology, you'll see 'Configure Web Space'. Click on that link.

- You will then review and agree to the guidelines for students web space.
- Once you agree to the terms and click the 'I Agree' button, your web space will be queued for creation. This is done nightly. Your web space will be available the following day and you will be e-mailed (this is sent to your NU e-mail account) instructions on logging in.

Using Your Web Space

- The student web server is eagles.niagara.edu.
- Access to your space is provided using the FTP File Transfer Protocol.

Your FTP login information to the eagles.niagara.edu server is your PurplePass account. Please note that you need to append @niagara.edu to your username when transferring files to this server. Ex. s0000000@niagara.edu

Some options for editing web pages are Frontpage, Dreamweaver, and similar products. These support FTP. You may also upload your pages using an FTP client like Filezilla or the Windows/Unix FTP client.

Additional information about using your web space can be found at www.niagara.edu/student-web-pages
**Student Network Space**

Every NU student will have a “home folder” created on our EAGLES.NIAGARA.EDU server. This allows you to store information on this server so that you can conveniently access it from different computers on campus.

Storing files on this server also decreases the risk of losing your files due to data corruption or computer failure.

On Windows-based computers, when you login using your PurplePass account, you’ll notice a Z: drive. This is your personal home folder located at \eagles\home\s0000000 (substituting your own PurplePass username). This alleviates the need for removable storage that could be lost or damaged.

For more information, please visit the IT Help Desk in St. Vincent’s Hall, room 108.

**Phone Information**

Niagara University provides local telephone service, within the 716 area code, to students in the dorms. Students are to provide their own telephone.

**Dialing Instructions**

*Local Calls*
Dial 9 + Number.
(Refer to your telephone directory for a listing of local exchanges)

*Domestic Long-Distance Calls*
Dial 9 + your calling card toll free number

*International Calls*
Dial 9 + your calling card toll free number

*Toll-Free Calls*
Dial 9 + Number

*On Campus Calls*
Dial the 4-digit Extension

*Emergencies*
Dial 8-1-1-1 for Campus Safety
**Department Phone Numbers**

**Main University number:** (716) 285-1212

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions Office</td>
<td>(716) 286-8700</td>
</tr>
<tr>
<td>Academic Exploration</td>
<td>(716) 286-8203</td>
</tr>
<tr>
<td>Academic Support</td>
<td>(716) 286-8072</td>
</tr>
<tr>
<td>Alumni Office</td>
<td>(716) 286-8787</td>
</tr>
<tr>
<td>Athletic Office</td>
<td>(716) 286-8600</td>
</tr>
<tr>
<td>Campus Activities</td>
<td>(716) 286-8510</td>
</tr>
<tr>
<td>Campus Ministry</td>
<td>(716) 286-8400</td>
</tr>
<tr>
<td>Campus Safety</td>
<td>(716) 286-8111</td>
</tr>
<tr>
<td>Campus Store (Barnes &amp; Noble)</td>
<td>(716) 286-8370</td>
</tr>
<tr>
<td>Career Development/Cooperative Education</td>
<td>(716) 286-8530</td>
</tr>
<tr>
<td>Castellani Art Museum</td>
<td>(716) 286-8200</td>
</tr>
<tr>
<td>College of Arts &amp; Sciences</td>
<td>(716) 286-8060</td>
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<tr>
<td>College of Business Administration</td>
<td>(716) 286-8050</td>
</tr>
<tr>
<td>College of Education</td>
<td>(716) 286-8560</td>
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<tr>
<td>Continuing Education</td>
<td>(716) 286-8181</td>
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<tr>
<td>Counseling Services</td>
<td>(716) 286-8536</td>
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<tr>
<td>Financial Aid Office</td>
<td>(716) 286-8686</td>
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<tr>
<td>Health Services</td>
<td>(716) 286-8390</td>
</tr>
<tr>
<td>Information Technology</td>
<td>(716) 286-8040</td>
</tr>
<tr>
<td>Institute of Travel, Hotel &amp; Restaurant Admin.</td>
<td>(716) 286-8270</td>
</tr>
<tr>
<td>Kiernan Recreation Center</td>
<td>(716) 286-8055</td>
</tr>
<tr>
<td>Learn and Serve Niagara</td>
<td>(716) 286-8750</td>
</tr>
<tr>
<td>Library</td>
<td>(716) 286-8000</td>
</tr>
<tr>
<td>Niagara University Ice Complex, Inc.</td>
<td>(716) 286-8782</td>
</tr>
<tr>
<td>Nursing Department</td>
<td>(716) 286-7358</td>
</tr>
<tr>
<td>U.S. Postal Service</td>
<td>(716) 286-8070</td>
</tr>
<tr>
<td>Records Office</td>
<td>(716) 286-8730</td>
</tr>
<tr>
<td>Student Accounts Office</td>
<td>(716) 286-8300</td>
</tr>
<tr>
<td>Student Affairs</td>
<td>(716) 286-8566</td>
</tr>
<tr>
<td>Student Life</td>
<td>(716) 286-8405</td>
</tr>
<tr>
<td>University Housing</td>
<td>(716) 286-8100</td>
</tr>
</tbody>
</table>
Wireless Network

Niagara University’s wireless network, known as "PurpleHaze", is available in the following locations:

- St. Vincent's Hall
- Library
- Gallagher Center
- DePaul Hall
- Dunleavy Hall
- O'Shea Lounge
- Clet Lounge
- Seton Lounge
- Clet Dining Hall
- Bisgrove Hall / Academic Complex
- Alumni Hall
- Dwyer Arena
- Castellani Art Museum
- Kiernan Center
- Timon Hall

If your computer has wireless built into it, it will detect the PurpleHaze network. Once your computer has detected the PurpleHaze network, open your web browser. You will be directed to the wireless network authentication page. Please use your PurplePass log in.
Campus Wireless Availability Map
**ID Cards**

All Niagara University students must have an ID card.

The Office of Information Technology provides students with a Niagara University ID card. These cards are available in St. Vincent’s Hall room 106, in the IT help desk area.

The Niagara University ID card is used for identification, building entry via swipe card locks, purchasing items on campus, printing, and more.

You may add funds to your card or view your current balances at [http://www.niagara.edu/id-cards-and-card-access](http://www.niagara.edu/id-cards-and-card-access). The money can then be used on-campus to purchase books at the Campus Store, meals from Clet or the Gallagher Snack bar, snacks from the vending machines, and photocopies in the library. Funds put on your ID card, through the online system, will not be available for 24 hours.

There are also cash-to-card machines located on the lower level of the Gallagher Center and outside of room 106 in St. Vincent’s Hall.

Lost or damaged ID cards can be replaced for a small fee. Lost ID cards should be replaced immediately and reported to the Office of Information Technology using the lost card reporting tool located in myNU.

**There are three funds that you can allocate money to:**

**Bookstore Funds**

Bookstore funds may only be used at the Campus Store. This is useful for those who want to make sure that the money deposited is used only at the Campus Store for books, etc. The money in this account rolls over from year to year. If you do not use all the money deposited during your first year at Niagara, you can use the money for your second year, etc. You qualify for a 5% discount on all books purchased using Bookstore Funds.
**Gallagher Gold**
Gallagher Gold funds may only be used at the Gallagher Center and Clet Hall. This fund is included in all meal plans. Additional money can be added to Gallagher Gold, and students without meal plans can put money on Gallagher Gold. You do not have to pay sales tax (currently 8%) on purchases made with Gallagher Gold. **Due to the sales tax savings that you receive, Gallagher Gold funds must be used by the Friday during the graduation week in May or any funds left will be lost.**

**Campus Funds**
Campus Funds may be used anywhere on campus that accepts the Student ID card. With Campus Funds you receive the flexibility of spending your money any where you wish to. You still qualify for the 5% Campus Store discount when purchasing books, but **DO NOT** qualify for the sales tax savings at the Gallagher Center. You may use Campus Funds at the Gallagher Center, but you will be taxed on your purchases. Campus Funds money can also be used in the vending machines, and at the Library to purchase photocopies. The money in this account rolls over from year to year.

All Niagara University students must get an ID card, as they are used for many purposes on campus. Students may stop by and get their picture taken in St. Vincent’s Hall room 106.
ResNet

Out network is “plug and play,” simply plug your computer in and go online. Any problems, contact the help desk at 716-286-8040.

ResNet Acceptable Use Policy

The Residential Network Program (ResNet) is a cooperative endeavor between residential students (Participants) and the professional staff of Information Technology. To make the network as useful, accessible, and effective as possible, there are certain expectations and rules for Participants. In addition to common courtesy as network users, these include the following:

- ResNet is provided with the understanding that it serves primarily as an academic tool. The University reserves the right to limit or prohibit those activities that might interfere with the network's academic or administrative use.

- Participants are reminded that sharing of copyrighted materials over the network such as software, music, images, videos, publications, or any other protected materials is a violation of these Terms and Conditions and federal copyright statutes and is strictly prohibited. Students who are cited in infringement notices under the Digital Millennium Copyright Act (DMCA) will have their network access suspended. Repeat violations will result in a judicial referral.

- A participant's network access may be suspended or disabled for violating this agreement or provisions of the other policies governing the use of network and computing services at Niagara University. Suspensions can also occur if the participant's system is deemed the source of threatening or abusive network traffic (e.g., virus propagation, security intrusion, excessive use).
The following security precautions are requirements on all computers connecting to ResNet:

- The presence and use of current, active anti-virus software with up-to-date virus definitions.
- All critical patches and updates published for your operating system must be installed.
- Access to all active accounts must require the use of a complex password.
- There should be no detectable evidence of spyware/adware/malware.
- Participants are ultimately responsible for any and all network use or communications traffic originating from a computer registered to them, regardless of the actual author of such traffic.
- Network service may be interrupted on occasion. IT will work to restore service as soon as practicable; however, Niagara University and IT are not responsible for any losses or damages caused by service interruptions or other failures in University equipment.
- Students with infected computers causing a disturbance on the network will be de-activated. The student will then be required to schedule a computer cleaning with the IT Help desk, subject to a $10 fee.
Computer Cleanings

If you suspect your computer has been infected with a virus or malware, call or visit the IT Help desk located in St Vincent's Hall room 108 to schedule an appointment for a computer cleaning.

Computer cleanings are performed by appointment only and a $10 fee applies, payable via cash, check or student ID card funds.

The Office of Information Technology cannot provide hardware support. For any hardware issues, please contact your computers manufacturer.

Technology Store

The IT Help Desk offers a variety of technology related items for sale, to students and its employees. Our products range from software to iPods; and are offered at academic pricing.

To purchase products, please visit the IT help desk located on the first floor of St. Vincent's Hall, room 108. Accepted methods of payment are cash, check, and ID card funds.
Computer Tips

- Always have anti-virus software installed and make sure you have the latest virus definition updates.

- Always keep your computer up to date with the latest updates for Windows, Mac, and all other operating systems and applications.

- Never give your username, password, social security number, or any other personal information to anyone that may ask for it online.

- When using social networking sites, be sure to adjust your privacy settings so only the people you want to see your information can see it.

Need a computer? Need software? Need something else?

We partner with GovConnection to offer academic discounts on thousands of technology related items to students. We qualify for discounts on Lenovo computers from GovConnection. If you're looking at buying, call or e-mail our account representative Rob Mitchell. He can be reached at rmitchell@govconnection.com, or by phone at 1.888.294.0275. The GovConnection website is http://www.govconnection.com.

Niagara University has also established its own online Apple storefront, http://www.apple.com/edu/niagara. Here you can purchase Apple computers and other products at academic pricing.
New Computer Buying Guide

The most commonly asked question by incoming students and their parents is "what computer kind of should I buy?" While attending Niagara University, students should buy the computer they are most comfortable with.

Below are tips and suggestions to help with your purchasing decision:

Should I buy a laptop or desktop?

Laptops will offer more flexibility for student use. Wireless internet access is available all over campus, which enables one to work from anywhere on campus, including the library and other areas where students gather. Laptops can be convenient for working on group projects and taking notes in class. When buying a laptop, you will want to opt for a 3-year manufacturers warranty, as hardware failure rates in laptops are greater than desktops.

Gamers, video editors, and musicians often choose desktops because they can be more powerful, and can easily be upgraded. The disadvantage with a desktop is mobility.

Should I buy a PC or a Mac?

It is recommended you purchase what you are most comfortable with. Macs have made enormous progress in recent years in appealing to both college students and home users. PC's have continued their success in the business world, student and home usage. Niagara currently has both MAC and PC users on campus. If you choose to purchase a MAC, we recommend you purchase Office for MAC.

What about warranties?

Most computers come with a standard 90-day warranty. It is unlikely that hardware failure will occur within those 90 days. It is recommended that you purchase the manufacturers extended warranty. Computer repair shops, both local and chains, charge a lot of money for basic repairs when an extended warranty would have covered the problem as per to their warranty policy.
What specs do I need?

Minimum specs you should look for in a computer:

- 2.0Ghz Core2 Duo processor or better
- 2GB Memory (this is the minimum you'd want for Windows Vista),
- 160GB Hard drive (if you store a lot of music and movies, you may want something higher)
- 3-year manufacturers warranty
- DVD / CD-RW (Combo Drive): You'll want to be able to play DVDs and read/write CDs. If you movies are your thing, you may want to look for a DVD writer.
- 802.11g wireless for laptops

If purchasing a PC, we recommend Windows 7.

What software should I buy?

It is recommended Microsoft Office for Windows or MAC. Office is available at the IT Help Desk, at academic pricing, subject to availability. Anti-virus packages that come with new computers will expire within a few months. It is recommended that students purchase an anti-virus program to keep their computers protected.

Does Niagara sell computers?

NO, we do not sell computers. We have partnered with GovConnection to offer academic discounts on thousands of technology related items to students. Please refer to page 20 for additional details on purchasing computers.
Notes