**Technology Service Center**

The Technology Service Center (TSC) provides technical assistance to students, staff and faculty. The TSC is available to answer your technology questions and help you with:

• Accessing the College WiFi
• College Email
• The College internal web site: today.dean.edu
• Computer virus protection
• Use of College lab computers or printers
• Residence Hall cable television service

The TSC is open for student assistance throughout the year. No appointments are necessary.

**To reach the TSC:**
1. While on campus, visit us on the first floor of the Green Family Library Learning Commons
2. From home, call 508-541-1633
3. From home, email TSC@dean.edu

**Hours of operation** can be found on Today@Dean. Click on Departments > Technology/Technology Service Center.

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**Today@Dean: (https://today.dean.edu)**

Today@Dean is the College’s internal web page. It is your source for important information about:

• Campus Events
• Campus News
• Announcements

This page also provides access to your email, Dean Advisor and MyCourses. You will log into Today@Dean to apply for housing and request your dining options.

**To access Today@Dean**

You will need a Dean username and password. Your username will be sent to the personal email address you provided on your application, shortly after you have made your deposit.

**EMAIL**

Your Dean email is the primary method of receiving communication from the College. Check your email every day to stay informed.

**Dean Advisor**

This is your location for schedules, grades, financial status and other information related to your academic life at Dean. Schedules are posted approximately 2 weeks prior to the start of the semester.

**Parent Portal**

Students can authorize parent access to grades and/or financial information through Dean Advisor.

**MyCourses**

MyCourses is where you find course content for all your classes at Dean. Course information is posted by your professors and is typically available 1-2 weeks before the start of classes each semester.

More detailed information about using Email, Dean Advisor, MyCourses and authorizing parent access through the Parent Portal, is available in the document “Accessing Dean College On-Line Resources”. This document is located on Today@Dean > Departments > Technology/Technology Service Center, in the Shared Documents section.
STUDENT LAPTOP REQUIREMENTS

All Dean Students are required to arrive at the College with their own laptop computer and a personal printer. The make and model of the computer you choose is a matter of personal choice. The TSC supports only laptops running Microsoft Windows or Apple Mac OS.

Minimum requirements for Microsoft Windows laptops:
- Microsoft Windows 7
- Wireless card compatible with protocols 802.11n or 802.11g
- CD/DVD drive

NOTE: The TSC no longer supports computers running Windows XP.

Minimum requirements for Macintosh laptops:
- Mac OSX Mountain Lion
- Wireless card: 802.11n or 802.11g
- CD/DVD drive

NOTE: The TSC does not support laptops running OSX Lion.

ADDITIONAL ITEMS RECOMMENDED:
- USB Flash Drive 2GB or greater
- Multi-year service plan with laptop manufacturer
- Surge Protector
- Laptop Restore disks (from manufacturer)

SOFTWARE

Microsoft Office: Dean provides students with a complimentary copy of Microsoft Office for Windows or Microsoft Office for Mac.

Virus Protection: It is important that all student computers have up-to-date virus protection software installed and running, configured to automatically update. This will keep your documents safe and your computer in good working order. Viruses can be devastating to your documents and computer. If your computer has a virus, the TSC may need to keep your computer for several days and we cannot guarantee we can restore it to correct working order.

Dean College has partnered with Campus TVs to provide TV rental service to students. For more information contact Residence Life at 508-541-1838 or go to www.campustvs.com.

WIFI

Dean College has campus-wide WiFi, including classrooms and residence halls. All student network access is wireless.

STUDENT TECHNOLOGY RESPONSIBILITY

Never share your password with anyone.

Network Usage policy: Please review our Campus Network Usage Policy on Today@Dean. Go to Departments > Technology/Technology Service Center.