

Student Laptop Program FAQ's

Am I required to buy this laptop?

No, but we strongly recommend it. If you choose not to participate in the program, you can make use of one of our many computer labs on campus. You are also welcome to bring your own computer with you; however, *you will not be permitted to connect it to our network. (this includes internet access)*

How much does the laptop cost this year?

The cost will be \$1,290, plus Maryland sales tax. The price will be $\$1,290 + \$77.40 = \$1,367.40$.

Do I have to pay for it all at one time?

No. There are two options for payment. You can pay the total payment by check or credit card, or you may choose to make a \$500 down payment, with the balance billed to the student's account. (Undergraduates only)

Do I own this computer?

Yes, the Mount transfers ownership to you through Dell immediately upon receipt.

What kind of Laptop is it? Does it have all the hardware and software I will need for my four years at MSMU?

Yes! Your laptop is a top of the line model built to last. MSMU provides Windows Vista, Microsoft Office Professional Edition 2007, and McAfee Antivirus Defense suite.

When will I receive my new laptop?

Information Technology will hand out the laptops on the day of freshman move-in. You will pick them up in front of the IT Helpdesk which is located on the first floor of Bradley Hall. Unfortunately, due to software installation and configuration, student laptops will not be available for pick up before August 24, 2008.

How soon do I have to place my order?

In order to receive your laptop on freshman move-in, **you MUST place your order by June 30, 2008.** (The earlier the better, but not later than June 30th!)

Orders received after June 30th will incur a \$50.00 surcharge for special processing and will not be guaranteed to arrive prior to the beginning of fall classes.

What if something goes wrong with my laptop?

Your new laptop has a four year, complete care warranty. This covers accidental damage and any hardware malfunction. Dell provides next business day onsite service whether you are on campus or at home. When you are on campus, you will bring your laptop to the IT Helpdesk, and they will gladly have Dell come in to do repairs. The Helpdesk can also provide you with a loaner laptop so that you still have a computer to use while you are waiting for repairs. The Helpdesk will also reload the original software image if the problems are software related. Students are responsible for backing up their personal data prior to bringing it to the Helpdesk.

Will I have to do anything once I receive my laptop?

All you will need to do is login with your MSMU username and password. This login information will be mailed to you prior to your arrival on campus.

How will I get on the internet with my laptop?

You will access the network one of two ways depending on your location on campus. When you are in your residence hall, you will use the **wired** Ethernet connection that is provided in your room. Each student will have their own network jack to use. When you are in classrooms or common areas such as Patriot Hall, or the Library, you will make use of **wireless** network connectivity. Don't worry about configuration. That is already taken care of for you!