

To maintain the highest level of service, Haverford identifies standard products and configurations, and provides varying degrees of computer support depending upon how closely you adhere to those standards. The policy below is for students living on-campus. Students living off-campus receive similar support, but do not have access to our dorm network.

You must comply with our [Acceptable Use Policy](#) (AUP) to maintain an active network connection. If we find that you are in violation of this policy, you will be confronted by a college administrator and your network service may be terminated. In case of repeated or severe violations, you will be subject to a college disciplinary procedure as well as loss of network service.

Fully Supported Systems

Haverford recommends computer models and configurations to matriculating students. If you have purchased one of these recommended computer models, we will fully support it by providing operating system, networking, and application level support. We also help facilitate hardware repairs on Apple and Dell systems covered under warranty. All recommended systems include an extended warranty.

While we will support recommended systems for four years, to maintain full support some hardware or software upgrades, such as more memory or a newer operating system, may be needed as the system ages.

Partially Supported Systems

If you have a computer system that was not specifically recommended by us, but which meets our minimum recommended requirements, it should connect to our network and run Haverford's standard software. However, we do not guarantee this and we limit the connection and operating system support we offer you. Our standard instructions, software installers, and other guides should work, but you are on your own if you have difficulty with these.

Some non-supported systems meeting our minimum requirements cannot properly run the required security software; such systems pose a risk to other computers and are not permitted on our campus network.

We will fully support application software, such as Microsoft Office, on all systems meeting our minimum requirements, provided that such support does not require reinstalling the operating system or tampering with required security software.

Unsupported Systems

Your system must meet our minimum recommended requirements posted for this academic year in order to get support. Although we will not stop you from using such a system, you will be limited in terms of network access and you will have difficulty running standard Haverford software. We will provide a working network jack allowing you to obtain an IP address via DHCP, if you can confirm that your system adheres to our security policies.

However, you must figure out how to configure your system on your own. Haverford will provide neither instructions nor technical support. [Minimum requirements](#) are updated annually, and [linked from this web page](#).

Requirements For All Computer Users

Regardless of the computer you choose, YOU are responsible for your computer and the files on your computer. You **must** take all reasonable measures to [keep your computer and data safe](#)! Keep all relevant program disks, documentation, and copies of system invoices near your computer at all times--including the original system disks, Microsoft Office disks, and any boot disks provided with your system or created as part of the setup process. You should keep all startup and program disks on campus while you are at Haverford. You also need an external hard drive so that you can back up your document files, email, and other data.

To safeguard against security problems, you are required to take several precautions to protect your computer. You must install and run all critical updates for your operating system, Microsoft Office, Haverford's virus protection software, and other software or security updates as mandated through computing center publications and email bulletins. Do not open attachments or follow web links unless you are expecting them. [Get help as soon as you notice you have a problem](#) by contacting the Help Desk. We will help you in accordance with this support policy.

Equipment for Connecting to Dorm Network

To connect to the network from your dorm room, your computer must support ethernet. All of our recommended computer models include built-in ethernet.

The computing center sells the CAT5e network cable needed to connect your computer to the network jack in your dorm room. If you buy this network cable from the computing center, we guarantee it for your four years at Haverford.

Haverford provides one network connection for each student living in our dorms. If your dorm room, suite or apartment has an unused jack, you may connect an additional computer (or other network device); follow the instructions we provide on our [Registration Network FAQ](#).

Equipment for Connecting to Haverford's Wireless Network

In addition to networking in the dorms, Haverford supports wireless networking in [many locations around campus](#). You will often see the term "Wi-Fi enabled" when a system supports wireless access. However, there are several different protocols that wireless networks may use.

To use the wireless on our campus, your computer should support at least one of the 802.11a/b/g/n wireless protocols. Our recommended Dell and Apple laptops meet this requirement.

You may not extend the college network through your own wireless access points, switches, or routers. Equipment such as Apple's Airport and other wireless routers can interfere with the campus wireless equipment and compromise the security of the campus network.

Required Academic Software

All computers on campus need a licensed copy of Microsoft Office that includes Word, Excel and PowerPoint, the standard word processing, spreadsheet and presentation graphics programs used at Haverford College. If you use different software programs your professors may not be able to read your papers or other assignments, and you will have trouble completing group projects with your classmates.

Any version of Microsoft Office that meets our minimum requirements will be supported. However, we recommend you order the steeply discounted Microsoft Office academic versions [available via Journey Education](#). Microsoft requires that you license a separate copy for each person running Microsoft Office; it is illegal to install a copy of Microsoft Office that has been licensed to a family member or friend.

Generally, Microsoft Office is the only software you will need to purchase. Most other suggested software packages are available as open source downloads or site-licensed by Haverford College for your use while you are on campus.

Minimum System Requirements

Each academic year, Haverford posts updated [minimum requirements](#) to our web site. The minimum requirements are not recommendations. Rather, **these requirements outline the minimum hardware and software you need to get support from the Help Desk.** Our minimum requirements roughly correspond to system recommendations made when this year's graduating class matriculated into Haverford. Even if your computer meets our minimum requirements today, you may need to upgrade or replace it in future years. Each year we make improvements to our network infrastructure and support new versions of software and we increase our minimum system requirements accordingly.