

May 2020

Dear Penn Vet Class of 2024,

On behalf of Penn Vet Information Technology (PVIT), welcome to Penn Vet! The Penn Vet IT group provides a wide array of technology services and technical support for the students, staff, and faculty of the School of Veterinary Medicine. All Penn Vet students receive an email account, Office 365, class mailing list services, personal network storage, antivirus software, Web portal access to academic and administrative services, access to our learning management system, Help Desk support, network wireless connectivity throughout the University, and access to computing lab facilities. Penn Vet students also receive support from University IT staff in addition to support and services delivered through Penn Vet. The information below provides an overview of the technology infrastructure and information technology services at Penn Vet (and the University):

**Should I have a laptop computer?" – Yes! A laptop is required.** As of August 2017, all exams at Penn Vet are online, most using Respondus LockDown Browser. You will be instructed on installing LockDown Browser once you arrive at PennVet. Additionally, Faculty do **NOT** provide paper copies of lecture handouts and students are strongly advised to bring laptops to lectures (and labs, where appropriate). Course organizers/lecturers are asked to post all lecture notes/handouts/PowerPoint presentations on the course web page. In most cases, students can download these notes and modify them to take notes. Therefore, students should be prepared, on the first day of class, to bring a laptop so you will be able to download material posted by the lecturer. This will save you the cost of printing and is more environmentally friendly. Lecturers are recommended to allow their lectures to be video recorded in Pantopto or audio recorded and posted on Canvas. The Panopto video recordings can be played via your web browser from links on the course web page. The audio recordings of lectures can be downloaded to your laptop and/or moved to an mp3 player.

Additionally, we highly recommend that you confirm you have internet connectivity of at least 10Mbps from home during your time at Penn Vet.

**"If I need to buy a personal computer, are there any Penn student discounts? Are there any specifications or recommendations from Penn?"** – You can find the Penn Vet laptop specifications at the end of this document. The University of Pennsylvania has a storefront that sells computers at discounts to students. Each summer, usually starting in June, the store has "back to school" specials and features discounts on a variety of equipment. Separately, you should receive a mailing from the University's "Computer Connection" with these purchase specials. You might consider them for hardware purchases (they can also provide you with service and repair plans) and you should consider them for academic pricing on software purchases. As for software, a free download is available to Students for Microsoft Office 365 ProPlus. Students currently enrolled at Penn can download and install Microsoft Office365 ProPlus free of charge. Microsoft Office 365 ProPlus includes Word, Excel, PowerPoint, Outlook, and OneNote for both Mac and PC. Log onto <https://www.isc.upenn.edu/how-to/penn365-students> and follow the directions. If you decide to purchase a new laptop, please see the recommendations at the end of this document. You can see Penn's Computer Connection offerings at <http://cms.business-services.upenn.edu/computerstore>. You will need your PennKey to view the computers offered. We also recommend students have a USB flash drive to carry files around campus or use a cloud service like Microsoft's One Drive – more on this later.

What is Two-Step Verification? Two-Step Verification provides an added layer of protection when accessing PennKey-protected web sites and applications. After you log in with your PennKey and password, you'll use a device in your possession to verify your identity. [The DUO mobile application is required during Lockdown Browser Exams.](#) Duo Mobile (<https://duo.com>) is an application that allows you to use your Android or iOS device for Two-Step Verification. **Duo Mobile is free to download and use.**

**Using Penn's network** – Penn operates a wireless wide area network, referred to as AirPennNet. You will use your PennKey to access many AirPennNet services at Penn Vet and the University. Your PennKey is your unique username and password at Penn and it authorizes your access to Web services through the University. You may have already received a letter from ISC (Central computing) instructing you how to register your PennKey before arriving on campus. It's important that you get your PennKey as soon as possible, since it is required for creating and accessing your email account, accessing course registration systems, connecting to the wireless networks, and other essential services. Be advised there is no wired connectivity available on campus for students. During student orientation, Penn Vet Classes 2021-23 will lead the Class of 2024 in groups to connect to our wireless network (aka AirPennNet). You can find detailed information about registering your PennKey at <http://www.upenn.edu/computing/pennkey/>.

**"What does the network at Penn Vet look like?"** – Both campuses at Penn Vet (Philadelphia and New Bolton Center) have Internet access offering high-speeds and large bandwidth access through wired and wireless networks. Access to the wireless network requires a PennKey login and compliance with our antivirus software standards. The Hill Pavilion (where many classes are taught) has wireless access throughout the entire building (lecture halls, seminar rooms, lobby/lounge areas, and library). Penn Vet students can also use wireless network zones across the University of Pennsylvania's campus. Additionally, most of the buildings at the New Bolton center have wireless access.

**"What are the available resources on Canvas?"** – In the fall of 2018, Penn Vet started using Canvas as our LMS (Learning Management System). You will gain access to <https://canvas.upenn.edu/> by logging in with your PennKey and password. You will not be able to access your courses in Canvas until you arrive at Penn Vet. This will be the primary student/teaching/learning site. It has all courses with accompanying syllabi, lecture/class notes and PowerPoint files, Panopto video recordings, audio recordings of lectures ("lecture audio service"), resources for 3rd & 4th year planning, Honor Code Policy, FAQs, and more. This is your student "go to" site for all things curricular.

**"What options are available for printing?"** - Printers are available in the School's Library on the 2<sup>nd</sup> floor of Hill Pavilion and in the basement of Ryan Hospital, and in the Rosenthal student lounge on the Philadelphia campus. Printers are also available in the Widener Computer Lab, in Alumni Hall, and in the CAHP Computer Lab on the New Bolton Center campus. The Vet IT Group has implemented a student printing management system referred to as PaperCut. Details about the printing system available at the school and using the print management system will be available during student orientation. The transition to a paperless system was instituted in the fall of 2009 and we continue to work toward the goal of reducing paper and increasingly relying on electronic media to educate our students. Students are encouraged to take notes electronically on the files downloaded from Canvas instead of printing them.

**Using Penn Vet's email** – The University provides O365 email accounts for all students. **Prior to creating an email account, each student must create a PennName/PennKey.** You should have already gotten information via regular mail on how to choose and register a PennName/PennKey. Information to create and use a @vet.upenn.edu email account will be sent to all students on or near to June 1<sup>st</sup>, 2020.

**“What about my computer protection?”** – The University of Pennsylvania and Penn Vet IT provide students with some of the tools and information they need to secure their systems. The University has purchased anti-virus software for all students to use free of charge. Symantec Endpoint Protection is the University's supported antivirus product for Windows and Mac OS operating systems. Updating your antivirus software is the only way to keep your system protected from new viruses. New virus definition files are posted frequently to update against any newly discovered viruses. Students should schedule automatic updates to occur daily. See Penn Computing Web pages at <https://www.isc.upenn.edu/how-to/antivirus-desktops-and-laptops> for more information.

**“What about computing labs and multi-media services for course work on campus?”** – Penn Vet has a few small computing labs – 20 computers distributed within Hill Pavilion in Philadelphia and 10 computers at New Bolton Center. However, as mentioned previously, our wireless network allows students to access the Internet from many locations inside lecture halls, conference and seminar rooms, the library, and other areas where students congregate. Computing “labs” are wherever/whenever laptops are located within buildings and as such, we see less need for computing lab clusters with desktop computers. Our study group rooms within the library include desktop computers with large screen monitors. The library also has 10 laptops that are available for loan to students while in the library. Penn Vet students may also use the resources of the digital production room located in the library in support of their course work. The digital production room is home to multimedia workstations and equipment (digital cameras, video equipment) loan services.

**“What about technical support?”** – You should **bring your computer's original system discs** that you received when you purchased your computer in case you need technical support while at Penn. The IT Group's Help Desks provide technical support and is your first stop for network access, account maintenance, or basic computer troubleshooting needs. The Help Desks assist students in setting up wireless network access, email accounts, network file storage accounts, media service assistance, and instructional technology support. The Help Desks provide on-site support for specific technical situations (in some cases we provide “best effort” for technical support and for other situations, we provide consultation/advice/referrals). We also aid with technical support issues via email or telephone. Computer hardware issues are usually covered by an exclusive manufacturer's warranty or support contract. Be certain to inquire when you purchase a computer about a warranty and support contract. In addition to Penn Vet IT Group or vendor-provided support, the University provides in-depth troubleshooting for graduate students at the Tech Center. The Tech Center can perform more extensive diagnostics and repairs for software related issues up to and including a complete reformat and reinstallation of your operating system. For details, see <https://www.isc.upenn.edu/student-services>.

**“What about Web services?”** – Penn Vet students spend a portion of their time conducting administrative transactions and communicating using email and Web services. At Penn Vet, lecture materials are typically uploaded to Canvas instead of distributing paper handouts. Lectures are also audio recorded and can be downloaded from Canvas to your laptop and/or moved to an mp3 player. PennPortal ([https://portal.apps.upenn.edu/penn\\_portal/portal.php](https://portal.apps.upenn.edu/penn_portal/portal.php)), the University-wide portal with features for all Penn students, provides access to student academic information such as transcripts and grades.

**“What about data storage?”** – Penn Vet Students have two places to save and share data, Microsoft's One Drive and Penn + Box. Penn Vet IT recommends the 1TB of storage with your O365 subscription. More details here: <https://www.isc.upenn.edu/how-to/penno365-office-365-proplus>. Penn+Box is Penn's



storage offering for storage. Students get storage for free and accessible from anywhere. You can find out more about Penn+Box at <http://www.upenn.edu/computing/box/>.

**“What about smaller mobile devices?”** – Some students use mobile devices to access their O365 email. O365 email and calendar syncing is supported on Apple iPhones, iPads, and iPod Touch devices as well as some Android 2 or higher devices offered by various manufacturers. Support for these devices is limited to best effort basis.

**“What about computer privacy and/or network usage policies in place?”** – Penn Vet’s computing resources are both important and expensive assets we must protect. For these reasons, Penn acts to protect both computers and their clients from inappropriate uses. The IT Group at Penn Vet works cooperatively with the University and Penn Vet departments to secure information systems and the network infrastructure. It is the individual student’s responsibility to understand University policies and apply safe computing practices when using Penn’s resources. University information security policies, privacy policies, and guidelines are on the Web at [www.upenn.edu/computing/policy](http://www.upenn.edu/computing/policy). For example, downloading copyrighted media without purchasing is strictly forbidden. Please be sure to read the Acceptable Use policy for electronic resources on the Web at <https://catalog.upenn.edu/pennbook/policy-acceptable-use-electronic-resources/>.

We welcome your questions as you make your summer and fall campus move-in plans. For any information about information technology at Penn Vet, feel free to call the IT Group Help Desk in Philadelphia at **215- 573-3889** or email us at [phl-help@vet.upenn.edu](mailto:phl-help@vet.upenn.edu). Our Walk-In hours are 11am – 2pm and our phone and email support hours are 8:30am – 4:30pm, Monday through Friday. For assistance at New Bolton Center, please call **215-573-3889** or email [nbc-help@vet.upenn.edu](mailto:nbc-help@vet.upenn.edu). Feel free to contact the Educational Technology team at [edtech@vet.upenn.edu](mailto:edtech@vet.upenn.edu).

We look forward to seeing you at orientation in August.

Have a great summer.

Sincerely,

*Smith*

Smith F. Ragsdale, Senior IT Director  
School of Veterinary Medicine

## Recommended Specifications for **New** Laptop Purchases for the Vet Class of 2024:

### Notebook Purchasing Guide (as per ISC)

Reference link: <https://www.isc.upenn.edu/how-to/notebook-purchasing-guide>

#### **Specifications revised April 28, 2020 — Specifications regularly updated:**

Recognizing that there are varieties of notebooks that meet different needs, this Information Systems & Computing (ISC) purchasing guide presents three alternative configurations, each of which is a different blend of performance, capability, features, portability, and price.

- [Lightweight](#)
- [Value](#)
- [General Observations](#)

#### Manufacturer/Models/OS Recommended:

Dell Latitude  
Lenovo ThinkPad X-series  
Microsoft Surface Pro 6  
Apple MacBook  
Toshiba Portege

Windows 10 May 2019 Update and above

macOS Catalina (10.15.x)