Colby Computer Support and Purchase Advice for Students

The ITS Support Center provides support for Colby students. This service is free of charge. Contact us via e-mail, phone or visit in person.

Contact Information:

- Phone: 207-859-4222
- E-mail: support@colby.edu
- Location: Lovejoy 146

Support Guidelines

The ITS Support Center will help you install software applications, including Microsoft Office and some courseware, connect to the Colby network, and access online resources. When you bring your computer to the ITS Support Center please include your power cable or adapter. If your computer has a password you will need to stay with it to enter the password when prompted.

ITS Support Center employees are unable to perform hardware repairs or operating system installations on personally-owned computers. Any work that entails "opening the computer" or doing more than connecting cables or USB devices must be done by a manufacturer-dispatched repair technician or a local service provider. See the local vendor list below.

Computer Purchasing Information

Your computer should be running a current version of its operating system. Macintosh computers should have OS X 10.13 or higher. Windows computers should be running Windows 10.

The Computer Manufacturer (Apple, Dell, etc.) We recommend that you purchase an extended support contract when you buy a new computer. You should have a manufacturer's extended warranty of at least 3 years on your computer. Support is provided for properly functioning hardware and operating systems but you are responsible for any repairs. The Manufacturer's extended warranty needs to cover these.

Why not an iPad or other small tablet? While these and other handheld devices are very useful, they are unlikely to be adequate without also having a conventional computer. There is only basic support available for handhelds but the wireless network fully supports these devices.

Printing

A printer is optional. The College does not provide computers or printers in the residence halls. Wireless printers are not supported and will require a USB cable. Laser printers in the general clusters are available and there is no charge for black and white printing. Color laser printing is available at a charge (currently $.20/side) and each student receives a $10 credit per year.

Microsoft Office

Colby has a Microsoft Campus Agreement which allows every student to use Microsoft Office (Word, Excel, PowerPoint and other Microsoft programs) while you're a student at Colby. To Install Microsoft Office:

1. Go to my.colby.edu and login.
2. Select the Class of 2025 tab.
3. Click on "Computing @ Colby" under General Links and Resources.
4. Click on "Download Microsoft Office"
5. At the Microsoft site, enter your Colby e-mail address and click "Get started"

How to protect your Colby E-mail Account

You should always use a secure and unique password for your Colby account, as well as all other accounts (e.g., financial and social media). Passwords need to have at least eight (8) characters and include uppercase and lowercase letters, numbers, and punctuation for your e-mail password. Create passwords that are memorable, but not easily guessed. Whenever you leave your computer unattended, you should lock it to protect your data. Do not share your passwords with anyone. ITS will never ask for your password.

If you need to change your Colby password, go to: https://www.colby.edu/password

Beware of Phishing (Fraud) Attacks

Never respond to any e-mail with confidential information. Colby ITS and other legitimate businesses will never ask for this information via e-mail.

- ITS will NEVER request personal information, such as your password, through e-mail. Remember, NEVER send a password over e-mail.
- Be suspicious of e-mails from sources you don't know or recognize.
- Be suspicious of any e-mail with urgent requests for personal/financial information. It is almost certainly an attempt to get your personal information (e.g., social security number, account numbers, PINs, passwords) to defraud you.
- Before entering your Colby credentials verify that https://www.colby.edu is showing in your address bar. Phishers can make any Colby College website page look authentic, even the login page.
- Have the latest security software updates (patches) installed for your operating system and applications. Attachments in phishing e-mails may contain malicious software that takes advantage of unpatched computers.
- If you receive an unexpected attachment from a friend or family member, be vigilant and contact them to make sure it was sent intentionally.
- If you're unsure about an e-mail you received, forward the suspicious e-mail to the ITS Support Center at support@colby.edu for verification.
- If you respond to a fraudulent e-mail by accident, change your e-mailpassword immediately.
- Learn more about fraudulent e-mails at: https://www.colby.edu/its/identifying-fraudulent-email/

How to Protect Your Computer and Devices

Information on how to protect your computer and devices is located at:
https://www.colby.edu/its/protect-your-computer/

- Anti-virus Software – We recommend that you have an updated antivirus software installed on your computer at all times to protect it from the latest threats.
- Operating System (OS) and Third Party Applications (Adobe, Apple, etc.) – Install Windows, Macintosh, and smart device (Android, iOS) software updates as soon as possible to provide essential security upgrades for your computer. These updates are crucial in safeguarding your computer and data.
- Firewall – Enable the firewall on your Mac or PC to protect your computer from unauthorized connections over the internet.
- Spyware Removal Tools - Spyware is advertising software that usually installs itself on your computer without your permission while you browse the internet. It can slow your computer, cause software instability, or other problems. Some free examples of Windows tools are Malwarebytes, SuperAntiSpyware, and Spybot Search & Destroy. One choice for Macintosh is Malwarebytes.
- How do you protect your work? If your documents are important to you, at least back them up by copying them to your Colby-provided network storage, Colby's Google Suite Drive or to a USB drive. As a more comprehensive backup strategy, we highly recommend that you subscribe to a commercial backup service. Some examples are Carbonite (https://www.carbonite.com/, iDrive (https://www.idrive.com/ , Crashplan (https://www.crashplan.com/en-us/

Residence Hall Network Access for Computers and Devices

All residence halls rooms have full wireless coverage and at least one high speed wired network port.
Wireless is also available throughout campus buildings.

- Connect your computer to the wireless network "Colby Access" to access all on-campus services like library databases, file servers, printing, and more: https://www.colby.edu/its/colby-access/
- Wireless devices such as Xbox, PS3/4, Apple TV, etc. need to be registered to access the network: https://www.colby.edu/its/nac-network-access-control/
- Wireless printers are not supported on our network and need to be connected via a USB cable.
- Wired devices do not need to be registered on the Colby network.

General Computer Information

Important – If your computer is compromised due to a virus or other suspicious activity it may be blocked from using the Colby network. You will need to remove the issue - which sometimes requires that your computer be reformatted and the OS reinstalled by you or a local vendor - and be verified clean by the ITS Support Center before it will be allowed back on the network. The ITS Support Center does not reformat or reinstall the OS on computers. More information at:
https://www.colby.edu/its/computer-reformatting-faq/

Policies and Procedures - Colby policies prohibit digital copyright infringement. Colby's ITS department does not monitor the content of traffic on its network, but is required by law to respond when notification of copyright infringement has occurred or when ordered by a court of law to take action. More information can be found at: https://www.colby.edu/its/policies-and-procedures/

E-mail Powered by Colby's Google Suite – You can check your Colby e-mail at:
http://email.colby.edu/
Additional information about e-mail can be found by selecting Online Help at:
https://www.colby.edu/its

Local Vendors Off Campus – The ITS Support Center does not provide hardware or OS support for students. Students should contact the manufacturer for computers under warranty, or go to a local vendor. https://www.colby.edu/its/local-repair-venders/

Other Languages –- If your computer OS is in a language other than English, you may need to sit with a ITS Support Center technician to resolve the computer issues you're having.

Green Computing – When possible, turn off your computer or set your computer to sleep when not in use, turn the monitor off (screen savers consume as much electricity as the monitor does when inactive), and print double-sided. For more information visit https://www.colby.edu/its/green-computing/

Computer Labs – The locations and hours for public computer labs on campus can be found at:
https://www.colby.edu/its/public-labs/

Personal File Storage – Every student on campus has 10GB of personal file storage on our network. You can access your personal space using one of these methods:
Macintosh
Go to Finder > Go > Connect to Server...
Enter smb://filer.colby.edu/Personal
Login when prompted.
Windows
In the Windows Search box type \\filer.colby.edu\Personal
Enter Login when prompted.

For complete and updated information, please visit our website at: https://www.colby.edu/its