Becker College Student Technology FAQ

This guide contains pertinent technology information for Becker students. With the exception of certain programs, a computer is not required at Becker. However, the College highly recommends that you bring one. Recommended computer specifications can be found at: http://www.becker.edu/academics/departments-programs/design/computer-specification.

Below are some highlights about Becker's technology support.

Technical Support

Becker College's IT department can provide basic support for the following systems:

- Logging into the network | Access to Becker student email
- Access to myBecker/Insite | Access to Canvas Learning Management System

The IT department cannot provide hardware or operating system support for student-owned computers. The IT department is also unable to provide any support for applications on student-owned computers other than helping you connect your device to the network. You can contact the Help Desk 24x7, 365 days a year. There are several ways to contact the help desk: Call the Help Desk at (800)630-8986, or you can email them at helpdesk@becker.edu

Onsite Support

If you need to see an onsite technical support person after contacting the Help Desk, we have two locations that you can visit. Our primary office is located in Worcester and is staffed Monday through Friday.
Worcester Campus: Monday through Friday, 9:00 a.m. to 5:00 p.m. - 60 William St on the 1st floor.
Leicester Campus: Monday through Friday from 9:00 a.m. to 5:00 p.m. - Borger Academic Center Room 221.

Computer Requirements
Required Antivirus Software
Antivirus software is required on any student computer that wants to gain access to the Becker College network. If you do not have an Antivirus program, the OIT department can provide or recommend one for you. For a full list of supported Anti-Virus programs, please review the Becker College OIT Website.

Connecting to the Network
Becker supports wireless & wired access in most Residence Halls except apartments (there is wireless only in Willow and Spruce); if you are living in one of these halls and have a desktop computer, please be sure to bring a **wireless adapter**. You must install Antivirus software and the OnGuard ClearPass Agent on laptops and desktops that access the wireless network. Please note that personal routers are **NOT** allowed in residence halls. If you plug in a wired or wireless router, it will be confiscated. Please bring a long Ethernet cable if you plan to use a wired connection in one of the wired ethernet capable residence halls.

E-mail and Microsoft Office
As part of your mymail.becker.edu e-mail account, you also receive free use of the full Office365 suite which includes email, Word, PowerPoint and Excel. Also included are tools like instant messaging, group video, voice chat and online document viewing and editing and also 1TB of cloud storage per user via your One Drive account.

Becker College Mobile App
Keep up-to-date with helpful information including grades, schedules, maps, news and events with Becker's mobile app. Search for Becker College in the App Store or Google Play!