Get ready for Technology @ Clark

Information Technology Services is pleased to welcome you to the Clark University community. Feel free to contact us, or check out our web site at www.clarku.edu/its for more information.

What is a Clark Account?
Your Clark Account is the username and password you’ll need to access most of Clark’s electronic resources. Your Clark Account may also be referred to as your domain account, email ID or network login account. You may activate and start using your account at www.clarku.edu/activate after you have received your initial account activation letter.

Should I own a computer?
Clark recommends that students have their own computer equipment to support their academic work. Whenever possible, we encourage students to own laptop computers, which are easy to bring to the library, study groups, class or even home over break. Owning a computer is not required; students without their own equipment often use the computing labs on campus.

Windows or Apple?
The majority of Clark’s computing resources and backend systems are built on the Windows platform. Support is available for Apple’s OS X operating system, but we currently do not provide support for the Windows operating system on an Apple computer. Since the choice between an Apple and a Windows system is usually a personal preference, we recommend that you come to campus with a Windows computer - especially if you would like to use Clark ITS for the majority of your support. If you are coming to Clark with a particular program of study in mind, you may want to check with your academic department to see if they have a preferred computing platform.

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Do I need a brand new computer?
Clark encourages students to own functional computing equipment able to run Windows 7 or Apple OS X 10.7 and an antivirus program (see below). Your computer does not need to be “brand new,” but it does need to have enough hard drive space for personal and academic files and a mechanism to back up those files, such as a DVD+/-RW drive, or an external flash or hard drive. ITS’s minimum and recommended guidelines for successful computing can be found at: www.clarku.edu/hardwarespecs

How do I keep my computer safe?
It is important that you bring associated documentation and warranty information. Also keep a separate record of your computer’s serial number and/or service tag in case of theft or damage. We recommend you safeguard your computer with a security cable from a computer reseller or an office supply store. You will also need your operating system software CD/DVDs to recover from any software failure. Some manufacturers require you to run a back-up utility to create restore or recovery CD/DVDs. We strongly suggest you create these as soon as possible.

Is antivirus software required on my computer?
Computers connected to the campus network must have up-to-date antivirus software. ITS licenses a current commercial antivirus program for student computers, which is supported on both the Windows and Apple operating systems. Students may download a copy of the software from the ITS website, at no cost, after logging in with their Clark Account username and password at: www.clarku.edu/av

Do I need my own printer?
Students bringing their own computers to campus should consider bringing a personal printer for their own use. Color network printing services are available in the Goddard Library, with black and white services available in campus computer labs, but are not currently available in the residential halls. Details can be viewed at: www.clarku.edu/printing

How do I access the Internet?
All residence hall rooms at Clark have an active network jack for students to connect to ClarkNet, the campus network and the Internet; Ethernet cables are highly recommended.

Is wireless network access available?
Clark currently offers wireless coverage in many public areas and primary academic buildings. Wireless coverage also extends into all residence halls, however it is shared and offers slower speeds than the network jacks in the room; more information is available at: www.clarku.edu/wireless