2016 TECH GUIDE
A guide to technology at Ohio State and buying a new computer for college.
Investing in your son’s or daughter’s future by sending them off to college may leave you contemplating another important investment—a new computer. Where you choose to buy your computer is just as important a decision as which computer to buy. Purchasing through the University’s computer store, Tech Hub, comes with additional benefits not found at other retail stores.
Benefits

**EXCLUSIVE ACADEMIC DISCOUNTS**
Tech Hub has special pricing for Ohio State students on computers, tablets, and software. In store you will find a range of great products from apple, dell, Microsoft, adobe and more at amazing prices.

**FREE TECH SUPPORT**
We provide walk-in tech support for students in store at the Buckeye Bar. We can help with all kinds of issues including software installation, data backup, software bugs, viruses, and getting connected to campus Wi-Fi and email.

**RELIABLE REPAIR SERVICE**
We provide warranty repair service right on campus for computers purchased at Tech Hub. You won’t have to worry about having to send your computer away if something goes wrong. Most of our repair services are performed on location at Tech Hub by certified technicians. This service is provided at no extra cost and lasts for as long as your warranty. You can even bundle your computer with a 4-year Tech Hub Protection Plan to ensure that we’ll fix your computer throughout your college career.

**TECH HUB PROTECTION PLAN**
You can bundle your computer with a Tech Hub Protection Plan to get extra coverage above and beyond the manufacturer warranty. You’ll be covered not only for manufacturer defects, but also for accidental damage! Drops, liquid spills, screen cracks... all covered! Most plans cover you for 4 years. For computers under $1000, a 2-year plan is also available at a lower cost.

**FIRST-HAND CAMPUS KNOWLEDGE**
As a part of the university, our first-hand knowledge of Ohio State gives us the experience necessary to help you make the best decisions about your tech needs. Off-campus retail stores will not have specific information about technology at Ohio State. Students, graduates, and employees of the Ohio State university will help you make informed decisions about your tech needs on campus when you shop at Tech Hub.

**IMMERSIVE TECHNOLOGY RESOURCES**
Tech Hub is more than just a place to buy devices and get support. We’re making special tech resources available to students at Ohio State. We offer 3D printing at very affordable prices so students can get started making their next great project. We also have a selection of cutting edge developer items like Oculus Rift available for students to borrow for free to develop amazing applications.

**SUPPORT STUDENT PROGRAMS**
Your purchase helps us give back to the Ohio State community. In spring 2016, we awarded $9,000 to students developing tech-based projects. We’ve seen some amazing ideas come from Ohio State students, and we’re continuing to grow our support programs to help those ideas become a reality.

**CONVENIENCE**
We are centrally located on campus. Our store is easily accessible for students during the school year, and we’re a simple one-stop shop for parents during Orientation. We are here to be a service to Ohio State parents and students. We’ll answer your questions, simplify your choices, and provide the technology and support for success at school.
When you buy your computer at Tech Hub, you can bundle it with a Tech Hub Protection Plan, which gives you peace of mind throughout your college experience. You’ll be covered for just about anything that can go wrong, including:

- Drops
- Liquid Spills
- Screen cracks

You’ll be covered up to the full value of the computer. We’ll even replace a student’s computer if the first repair bill exceeds the computer’s original price! Most plans will cover you for 4 years. If you buy a computer for less than $1000, you’ll have the option of 4 years, or 2 years at a lower cost. See Tech Hub for details and pricing.
<table>
<thead>
<tr>
<th>Warranty Coverage Comparison Chart</th>
<th>Apple</th>
<th>Dell</th>
<th>Surface</th>
<th>Tech Hub Protection Plan</th>
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What kind of computer should I buy?

MAC OR PC?
Both Mac and Windows based computers will work well at Ohio State. Computer labs across campus use both platforms, and most colleges and academic departments do not require one or the other. The university supports both platforms equally.

We often recommend that Engineering majors consider a PC and that Art & Design majors consider Macs, but either platform will be useable for any major. File compatibility between the two systems is usually not an issue on campus. Papers are often submitted to professors in the common .docx or .pdf formats, which are both cross-platform. It is also possible to install Windows on a Mac computer, in case you own a Mac, but need a program only available for Windows. Choosing between a Mac and a PC is usually just a personal preference.

Many people ask us if Macs are immune to viruses. Both PCs and Macs are susceptible to viruses. It is true that more viruses exist for PCs, but that does not mean Macs cannot be infected. We recommend use of an anti-virus program on either platform.

We would be happy to help you weigh the pros and cons of the two platforms to pick the system that fits you best.

LAPTOP OR TABLET?
Laptops and tablets will both work well on campus, and the devices complement each other. We usually recommend that students first consider a laptop, as the processors and operating systems they use offer the most flexibility. Tablets are great companion devices. Their mobile operating systems, apps, and touch interfaces offer more mobility and convenience. More and more students are coming to class with iPads and tablets in hand, and Ohio State has been leading the way toward a 21st century mobile learning environment. Windows users can consider hybrid devices like Microsoft Surface, which operates as both a tablet and laptop.

WHICH SCREEN SIZE?
The most popular screen size for student laptops is 13-inch. This offers both good portability, and decent screen real estate for productivity. Those looking for even more portability may want to look at some of the newer breed of 12-inch devices. Students looking for more powerful computers will likely be looking at 15-inch models, which can offer more speed and graphics power. Most 15-inch computers we carry are still quite thin and light, so portability is not hampered much by the extra screen size.

No worries. We’re here to help. We have a few ways to help you find the device that fits you best. First, to make this as simple as possible - do you consider yourself an average computer user? If the answer is yes, then you’ll be happy to know that any laptop we have will work for you in terms of speed, storage, and memory. All of our laptops offer enough power for the average user, and for the large majority of academic majors. The average user should usually consider the size, and feel of their computer before looking at power-related specs. Come into Tech Hub to try some out and find your perfect fit.

You may not consider yourself an average user, or maybe you just don’t know. The chart on the next page may be helpful. You can also visit techhub.osu.edu/newstudents where we have a tool to help you choose a device. Answer a few simple questions, and we’ll narrow down the choices for you. Of course, you can also visit Tech Hub, or give us a call. We’ll talk with you, and guide you to the right choice.
What specs should I look for?

<table>
<thead>
<tr>
<th>Target Specifications for Your Computer</th>
<th>Average User (Most Majors)</th>
<th>Graphics/Gamer (Design Majors, Some Engineering)</th>
<th>Power User (3D Mech Eng., Video Prod.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Screen Size</strong></td>
<td>10” – 13” (Any resolution)</td>
<td>15” (Retina, 1920 x 1080+)</td>
<td>15” (Retina, 4K)</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>Atom, Core M, Core i5</td>
<td>Core i5 or i7</td>
<td>Quad-core i7, or Xeon</td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>4GB – 8GB</td>
<td>8GB – 16GB</td>
<td>16GB – 32GB</td>
</tr>
<tr>
<td><strong>Hard Drive Space</strong></td>
<td>128GB – 256GB</td>
<td>256GB – 512GB</td>
<td>256GB – 512GB</td>
</tr>
<tr>
<td><strong>Graphics Processor</strong></td>
<td>N/A</td>
<td>Iris Pro, or discrete graphics card with 2GB</td>
<td>NVIDIA or ATI discrete graphics card with 2GB</td>
</tr>
</tbody>
</table>

Visit [techhub.osu.edu/newstudents](http://techhub.osu.edu/newstudents) to see most popular models, and try our online tool to help you choose your computer.
Tech Resources at OSU

TECH HUB - SHOP, LEARN, EXPLORE
Tech Hub is Ohio State’s official tech store, but we’re so much more. Students can take advantage of academic discounts on tech purchases, get tech support and hardware repair, plus explore the latest in technology, and learn at our workshops and events. Visit techhub.osu.edu for more info.

RESNET & OSUWIRELESS NETWORKS
ResNet is the high-speed internet access network available to all students in the residence halls at Ohio State. Wired and wireless is available. Secured WiFi for students is on OSUwireless. Guests should use WiFi@OSU. Check resnet.osu.edu and wireless.osu.edu for connectivity info, and to register devices such as XBox, Roku, etc.

MY.OSU.EDU IDENTITY & ACCESS MANAGEMENT
Remember that address! It’s where you’ll go to activate and manage your access to all of Ohio State’s digital resources including email and network connectivity. Password changes are simple at my.osu.edu.

DIGITAL UNION
Create, learn, and collaborate. The Digital Union helps students with digital content creation. They provide collaborative spaces, technology, software, and tutorials to help you create exciting new things. You can learn more by visiting odee.osu.edu/digital-union.

COMPUTER LABS
There are public computer labs located in many buildings on campus. Each has its own hours, but some are open 24 hours. Visit odee.osu.edu/public-computing for more info.

WIRELESS PRINTING
Wireless printing from any location with internet access is also available to some computer labs, libraries and residence halls on campus. Visit uniprint.osu.edu/services/wireless.aspx to find these wireless printing locations and instructions.

OSU MOBILE APP
OSU’s own mobile app! Easy access to everything Ohio State offers. Your class schedule, maps, grades, real-time bus locator, and more all on your phone or tablet! Available for iOS and Android.

BUCKEYEBOX CLOUD STORAGE & SHARING
Cloud storage available free to Ohio State students. Back up your important data, plus collaborate easily with others with file sharing features. Visit box.osu.edu to get started.

U.OSU.EDU - Professional Website Platform
U.OSU is an easy-to-use website platform available to students, faculty, and staff. Easily create, host, and maintain a website to share independent work, host course assignments, enhance project visibility, communicate within groups, and represent organizations.

BUCKEYE LINK - ONLINE ACADEMIC CENTER
Buckeye Link is the first place students should go to find the proper resource for many issues. Accounts and Financial Aid, Course Scheduling, Grades, Advising Reports, Health Insurance, Personal Info, and more can all be found at buckeyelink.osu.edu.
CARMEN - COURSE MANAGEMENT TOOL
Carmen is Ohio State’s course management system, used by instructors to create and share materials associated with a course. It provides online tools which facilitate learning and communication, including discussion boards, online grade posting, and online quizzes. Log in at carmen.osu.edu.

ITUNES U COURSES
Ohio State has 70 public courses available on Apple’s mobile education platform. Courses are free, and iTunes U is easy to use on a computer or iPad. Visit odee.osu.edu/itunes-u for more info.

OCIO AND ODEE
The Office of the Chief Information Officer (OCIO) is Ohio State’s main IT department. The Office of Distance Education and eLearning (ODEE) works to push educational technology forward at the university. Together, they manage most of the services listed on these pages. You can visit their sites at ocio.osu.edu and odee.osu.edu to see everything they have to offer.

BUCKEYE BAR WALK-IN TECH SUPPORT
Buckeye Bar provides walk-in computer tech support and consultation for all Ohio State students. They can help with software issues, viruses, internet connectivity, and more. There are two Buckeye Bar locations on campus: at Tech Hub, and in the Thompson Library. You can even view wait queues and check-in online for a shorter wait when you arrive.

614-688-HELP(4357) PHONE SUPPORT
Get tech support on the phone by calling the IT Service Desk at 614-688-HELP. If you’re dialing from a campus line, you only need to dial 8-HELP.

8HELP@OSU.EDU
Put in a request for tech support by emailing 8help@osu.edu. A request ticket will be created, and the support team will contact you via email to resolve your issue.

ONLINE CHAT
Chat with the IT Service Desk to get your tech issue resolved. Visit the Self Support link at ocio.osu.edu to access the chat, and for info on available hours.

WARRANTY HARDWARE REPAIR
If you purchased your computer from Tech Hub, you’ll be able to get your it fixed under warranty right on campus. Bring it in to Tech Hub, and our certified technicians will get you back up and running as soon as possible.
Software at OSU

MICROSOFT OFFICE
All students will need business productivity software, and good news: Office 365 is available for free to Ohio State students! Visit go.osu.edu/office for more information, and ocio.osu.edu/kb04733 for installation instructions.

MICROSOFT WINDOWS
Need to put Windows on your Mac, or maybe just upgrade your current PC operating system? Windows is also available at Tech Hub with exclusive academic prices for Ohio State students.

PARALLELS
Parallels is a program available to allow Mac users to run Windows simultaneously with Mac’s OS X operating system. Tech Hub also has Parallels at a discount for students.

ADOBE CREATIVE CLOUD
Adobe’s Creative Cloud subscriptions are available with student discounts, in case you catch the creative bug.

ANTIVIRUS SOFTWARE
No need to spend money for virus protection. OCIO Security recommends using free antivirus software. Windows Defender is built into Windows 10, and Sophos is available for Mac.

SITE-LICENSED SOFTWARE
Ohio State has special site-licenses for software programs needed for some students. You can go to ocio.osu.edu/software to learn more.
HOW DO I GET TO TECH HUB DURING ORIENTATION?

**Tech Hub**
We’ll be open all summer during Orientation. Stop in to get your questions answered by a current Buckeye, and try out our selection of computers to find the best fit.

**Parking**
On Day 2 of Orientation, parents and students park in the Lane Ave Garage, or our building, the Tuttle Park Place Garage.

**Hitchcock Hall**
Many Orientation activities and info sessions will take place right around the corner from Tech Hub, in Hitchcock Hall.

**Drake Center**
Orientation opening session begins here. Visit our table to ask questions.

**Morrill Tower**
Orientation check-in and residence hall for many students during your visit.