SETTING UP CAMPUS EMAIL

Carlow University utilizes Office 365 for email and calendaring.

→ **Go to https://outlook.office365.com.**

Use your full Carlow email address—*username*@live.carlow.edu—and your normal Carlow password to log in to your Carlow email account.

IN AN iOS MAIL APP:

1. Go to **Settings**, scroll down to **Mail, Contacts, Calendars**, and then tap **Add Account**.

2. Select **Exchange**.

3. Enter your email address, your password, and a description of your account. Your email address should be ***username*@live.carlow.edu**. Once your credentials have been entered, tap **Next**.

4. Choose the apps you want your email account to sync with your iOS device and then tap **Save**. Your email account is now ready to use with the iOS Mail app.

ON AN ANDROID DEVICE:

1. Tap **Settings > Accounts and Backup > Accounts > Add Account.**

2. Select the **Exchange ActiveSync** option.

3. Type your full email address, ***username*@live.carlow.edu**. Type your password, and then tap **Next**.

4. You might receive a message about additional security features. Select **Allow** to continue.

5. Once the device verifies the server settings, the Account Options page opens. Accept the defaults or select the options for how you want to receive and send your mail, and then tap **Next**. (You may need to scroll down to see **Next**.)

6. On the **Set up email** page, you can change the name of your account. When you're finished, tap **Done**.

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CONNECTING TO CARLOW'S WI-FI NETWORK

To connect to Carlow University's Wi-Fi network on a mobile device, phone, tablet, or desktop/laptop computer, use the following steps.

ON A PC:

1. Click on the Wi-Fi icon in the lower corner of your computer screen.
2. Select **carlow-wifi**.
3. When prompted, enter your Carlow username and password.
4. Click **Join**.

ON A MAC, iPHONE, OR iPAD:

1. Go to **Settings** and select **wifi**.
2. Choose **carlow-wifi**.
3. When prompted, enter your Carlow username and password.
4. When prompted, **Accept** the security certificate.

ON AN ANDROID:

1. Go to **Settings** and choose **carlow-wifi**.
2. Configure carlow-wifi:
    a. **EAP Method:** PEAP
    b. **Phase 2 Authentication:** MS-CHAPv2
    c. **CA Certificate:** Unspecified or don't validate
    d. **Identity:** Your Carlow account username
    e. **Anonymous Identity:** Leave this field blank (if applicable)
    f. **Wireless Password:** Your Carlow account password
    g. Click **Connect**.

TROUBLESHOOTING:

If you have connected to the network previously, you might need to disconnect (forget the network) and reconnect to the network.

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INSTALLING MICROSOFT OFFICE

As a student at Carlow, you have the opportunity to download **FREE** versions of Microsoft software through Office 365.

ON YOUR WINDOWS COMPUTER/TABLET:

1. Go to **https://login.microsoftonline.com** and use your Carlow username and password to log in.

2. In the upper right corner, click on the **Install Office** button.

3. A box will appear asking if you want to run or save the setup.exe file; click on **Run**.

4. In the next window ("first things first"), click **Use Recommended Settings** and then **Next**.

5. You will be prompted to sign in. Add your Carlow email address and click **Next**.

6. A message should appear stating that your email address is in use. Click **Use Organizational Account** and add your Carlow password. Then click **Next**.

7. In the next window ("meet one device"), click **Next**.

8. Select how you want your background, then click **Next**.

9. In the next window ("we're getting things ready"), click on **Take a Look**. This will begin a tutorial slideshow on what is available within the software. Once completed, Microsoft Office will be installed.

ON YOUR iPHONE/iPAD:

1. Use the App Store, where you will download each Microsoft application separately.

2. Search for Microsoft Word, Microsoft Excel, Microsoft PowerPoint, etc.

3. On first use only, you will enter your Carlow email address and password.

GETTING HELP

IT can help with anything from logging in to printing to wireless connectivity.

+ Call **412-578-8700** (answered 24x7)

+ Engage in a live chat and/or browse the FAQ in the IT Self-Service Portal, found at **carlow.sysaidit.com**

+ Email **help@carlow.edu** (addressed during on-campus hours)

Forget your password?
You can reset your password at any time at **https://passwordreset. microsoftonline.com.**

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RECOMMENDED SYSTEM REQUIREMENTS

Although there are several computer labs for student use on campus and it is possible to complete your studies without owning your own computer, a majority of students bring their own to facilitate their academic work. Many students find a laptop to be a more convenient option than a desktop, although it is ultimately your choice.

WE RECOMMEND THE FOLLOWING MINIMUM SPECIFICATIONS:

+ Operating System: Windows 10 or Latest Mac OS
+ Memory: 16 GB
+ Processor: Intel Core i5 (i7 is preferable, if available)
+ Hard Drive: 256 GB
+ Camera/Microphone

WE ALSO RECOMMEND THAT YOU INSTALL THE FOLLOWING PROGRAMS:

+ Anti-Virus Software
+ Microsoft Office (free for download with your Carlow credentials)
+ Google Chrome (most compatible browser with CelticOnline)
+ Adobe Reader

View computers, electronics, and accessories available for purchase through the Carlow Bookstore: **_https://carlow.bncollege.com/shop/carlow/products/supplies-electronics/computer-electronics_**

You can also visit **_https://dell.com/carlow_** for recommended computer specifications and discounted prices on new Dell laptops.

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