

## **Middlesex School Technology F.A.Q.'s**

**Q. What Technology Services do I receive in my dorm room?**

A. Every dorm room has a data connection to the Middlesex network. Through this connection students can have access to e-mail, the Internet, the Academic Fileserver, and the Library's on-line card catalog/other research sources.

**Q. Can I use the Library services in my room?**

A. The library is directly accessible to all students via the Internet. Simply go to the Middlesex Website ([www.mxschool.edu](http://www.mxschool.edu)) and select the Library page. From there you may select the online catalog or one of the many databases the Warburg Library makes available to our community.

**Q. Does Middlesex School make computers available to students who do not have a computer in their dorm room?**

A. Middlesex School maintains two student accessible technology rooms, one in the Warburg Library and one in Eliot Hall. The Library has 12 computers, and the Technology Center in Eliot Hall has 12 computers. The Technology Center in Eliot Hall is open from 8:00 A.M. to 4:30 P.M. Monday through Friday, and 8:00 A.M. to 12:00 P.M. Saturdays. The Tech Room in the Warburg Library is open from 8:00 A.M. to 10:00 P.M. Monday through Friday, 8:00 A.M. to 12:00 P.M. Saturdays, and from 5 P.M. to 9:00 P.M. Sundays.

**Q. Are computers available in classrooms?**

A. All of our classrooms have been wired for connection to our network, and many of our faculty members have one or more computers in their classrooms. All of our classrooms are in range of our wireless network, and students with wireless laptops can use the Middlesex network if they like.

Some faculty use computers in their classrooms and many faculty members bring their students to one of the tech centers for class periods that require the use of computers.

**Q. How do I get my computer connected to the network?**

A. All of our Dorms have access to our state of the art wireless connections. In order to connect to the network you must have a computer that is capable to connect to a wireless network. The MX School network is open yet secured through our school's firewall system. Our orientation program will outline how to access your accounts, but should be able to access our internet services as soon as you arrive.

Finally, should you experience a problem with your network connection after the start of the school year, the technology office staff located in Eliot Hall will be available to assist you.

**Q. How do I print documents?**

A. Students have many ways to print. Many students bring their own printers with them to school. However, if you do not have your own printer, you can use the printer in your dorm's computer area. Another option is to access networked printers in the Technology Center and/or the Library. In addition to printing directly to one of those printers, every student is assigned an account on our network. The student can place a document in his/her personal directory, come to one of the centers, open the document, and print it out. Many students now carry a USB flash drive for transporting files between home and school.

**Q. Will I have unlimited access to the Internet?**

A. We allow our students to spend as much time as they need to research topics on the Internet. However, we have installed a firewall and monitoring systems that control internet access. “A firewall is a computer, router or other communications device which filters access to a protected network.” The firewall is used to monitor traffic patterns on the MX network. Additionally, we also use web filtering software to block content the School feels is inappropriate for our students.

**Q. What do I do if my computer is not working properly?**

A. You can make an appointment to bring your computer to the Technology Center in Eliot Hall. The Help Desk will attempt to determine and repair the problem. If this is not successful, the student will be notified and provided with options for return or warranty services.

Please note that members of the Technology Department and the student technology assistants are not to disassemble computers without the consent of the warranty provider. *At no time will a member of the technology staff be allowed to service a computer in the student’s dorm room.*

**Q. What if my computer doesn’t work with the system?**

A. If you need to purchase a new computer for your incoming or returning student, we strongly recommend students use our Lenovo or Apple Education site to configure a computer that suites his/her needs. The Lenovo site is located at [www.Lenovo.com/middlesexschool](http://www.Lenovo.com/middlesexschool) and students can reach the Apple site at <http://store.apple.com/us-k12>. Our network is set up to support both Windows based PC’s and Apple Computers equally.