Personal Computers and Mobile Devices at McCallie

Important Notes
- **Download and install all system updates before you come to school. Failure to do so will delay connectivity as your system downloads and installs updates.**
- **Personal wireless access points, cell phone hotspots like Verizon MiFi, cell phone tethering, virtual private networks (VPNs), and routers are not permitted.**
- **Parental control software may not work with McCallie's security. McCallie will not change its security policy to support these programs.**
- **If you have any further questions about computers at McCallie, please email the IT Help Desk (helpdesk@mccallie.org) or call (423-493-5604).**

McCallie's campus provides WiFi access, and students have access to the network from their personal devices. There is no charge for connecting to and using the McCallie network. Please note that a **wireless** network adapter is required that supports at least Wi-Fi Protected Access Enterprise (WPA/AES) encryption.

Wired networking in the dorms is being phased out. If the dorm room has an active wired port and the student wishes to use that wired port, the computer must have an Ethernet adapter and a patch cable.

If a student does not have a computer, there is no requirement that he purchase one. Despite that disclaimer, almost all of our students do have one, and we recommend bringing one. The number of students who bring mobile devices with them to class increases every year. Generally, half our students have Apple Macintoshes and most others have Microsoft Windows based systems. Some use Chromebooks.

McCallie provides printing for personal devices to McCallie classroom, dorm, and common area printers. However, boarding students may find having a printer is an advantage, although not necessary. If a student has a printer, he needs to bring a USB cable as **wireless printers are not supported**.

While McCallie doesn't recommend any specific computer, the important thing is to be able to submit assignments in a format that teachers can use. We use two office suites, Google's Internet based G Suite and Microsoft Office. Typical use includes word processing, spreadsheet use, and minimal graphics manipulation. McCallie provides each student a G Suite account that can be used for most school work. Some teachers prefer G Suite documents, while others prefer Microsoft Office documents. G Suite can save documents in Microsoft Office format, if needed. We recommend installing the G Suite apps on your mobile devices, including Gmail, Sheets, Docs, Slides, and Drive.

Before being allowed access to McCallie's network, personal devices install a software agent and are checked to verify that they meet McCallie's network policy. Microsoft Windows systems must have all critical and security updates installed, antivirus software installed, and current antivirus definitions. Microsoft Windows comes with built-in antivirus software and that is what McCallie recommends using. To update Windows 10, select the **Start** button, and then go to **Settings** > **Update & Security** > **Windows Update** , and select **Check for updates**.

At this time, Apple's built-in MacOS antivirus protection is sufficient. Operating systems must be fully patched before they can completely register with McCallie's network. To update MacOS, choose **System Preferences** from the Apple menu, then click **Software Update** to check for updates.

To facilitate quick access to McCallie's network, update your systems before bringing them to campus.

The IT Department provides support for many hardware and software issues. **If a student needs assistance with his computer, he should open a help ticket by sending an email to helpdesk@mccallie.org**. A best effort will be made to resolve the issue. We can also arrange for warranty repair or send the device off for more extensive repair. We do charge for parts. We consult with parents before we spend more than a small amount of money on repairs.

The world of e-readers, netbooks, tablets, etc has opened a whole range of potential platforms. Students are more than welcome to use these in class as appropriate, but at McCallie they are intended to be a support, not the main focus of a class. These devices can be beneficial to the learning experience, but at this point, features needed for content creation are better provided through desktops or laptops.

Note: Two issues we see most often with connecting to McCallie's network is that the operating system/antivirus software is not up to date and the computer has two antivirus packages installed. Please update your computer before bringing it on campus. We recommend using the default antivirus packages that come with Windows and Macintosh.

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