Information Technology Services

Email: ithelpdesk@franklinpierce.edu
Support: ithelpdesk.franklinpierce.edu
Office Hours: Monday through Friday
8:00 am to 4:30 pm

Network Services
Franklin Pierce University provides access to computing resources as an integral part of the educational environment. The University computer network at the Rindge campus provides network and internet access to all members of the Franklin Pierce community. The Rindge campus has a number of computer labs. Availability for general use is posted at each lab.

- Lower Level Library General Use Lab
- Library Bray Center
- Library Instruction
- Petrocelli Mac Lab

Computer Requirements
If you are purchasing a new computer you may take advantage of the educational discount through one of our vendors:
- GovConnection.com/franklinpierce
- store.apple.com/us/browse/home/education_routing

Once on campus, all students are required to register their computers on the network before they have access to the network or internet.

In order to register your computer you will need:
- FP username and password
- Anti-virus software installed with current virus definitions

Microsoft Software for All Registered Students
Microsoft Office is available to all registered students at a fee of $35 (cash or check, made out to Franklin Pierce University). You will receive your own CD and license key. The license is valid as long as you are a registered student at the University. It may be purchased at the IT Department located in the Lower Level of the DiPietro Library.

Recommendations:
- Create a restoration CD and bring it with you to campus.
- A security cable to lock your computer

For Windows or Mac computers we recommend the following minimum requirements:
- wireless network card
• network interface card with 25’ Cat 5 network cable with RJ-45 connector. (jr/sr)
• anti-virus software with current virus definitions.
• anti-spyware software is highly recommended
Note: Wireless routers are not permitted and will not be supported.

Cable TV
The University’s cable system is provided to all campus residences. Students may bring a television from home to receive cable in their residence. RG 6 quality cables are recommended, and may be brought from home or can be purchased at the University book store.
For a listing of cable channels please go to:
http://eraven.franklinpierce.edu/s/dir/cable.pdf

**NOTE**
The University does not allow individuals to install their own satellite dishes on campus.

Assistance w/Personal Devices
• We can assist students with configuring FP email on their smart device.
• Most on-line gaming systems are supported.
• Assist with virus removal
• Assist with troubleshooting computer problems.

Telecommunications
Phone & Voicemail Services – Franklin Pierce provides local dial tone and voicemail to all students and residences upon request. Students may choose to bring an analog phone for making and receiving calls. Students may opt to have a personal voicemail. You do not need to have an analog phone in your room in order to access your personal voicemail – voicemail can be accessed from any phone. To request voicemail or local dial tone in your residence, go to the link provided at:
http://www.franklinpierce.edu/studentlife/reslife/forms/voicemail_request.htm
or contact the IT Essential Services at http://ithelpdesk.franklinpierce.edu/

Cell Phone Service - Rindge is a rural area surrounded by granite ledges at the base of Mt. Monadnock. Wireless phone service is not guaranteed. US Cellular and Verizon Wireless provide fairly dependable service in the area.

The University provides TTY service for the hearing impaired, located on the first floor of the library and available for student use. The telephone number is 603-899-1125.

Faxes can be sent and received 24 hours a day from the Campus Safety building. The fax number is 603-899-4325. There is no cost to receive a fax. Sending a fax costs $1 per page.