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Welcome

Welcome to the Smeal College of Business MBA Program. We hope you will find this reference guide useful for accessing information or resolving technical issues that you may experience. This guide covers information for both Windows and MAC computers. Much of this information will be covered during your MBA laptop orientation sessions.

Connecting at the Smeal Business Building

The Smeal College of Business Building offers wireless connectivity to connect to the Internet and for access to some other PSU restricted resources (such as email, career services, some library resources). Other buildings on campus also offer wireless connectivity. See other PSU campus wireless locations at http://wireless.psu.edu/locations.html.

Wireless Connections
• Available at any location in the Smeal Business Building
• Convenient - especially when moving between classes and meetings

How to get connected to Wireless@PennState

Wireless 2.0 (aka 802.1x)
If on campus in the Business Building, please launch your wireless and choose the psuwirelesssetup connection. The psuwirelesssetup connection will allow you to access only the information below and no other web sites. The information below can also be found by visiting http://wireless.psu.edu

1. What Do I Need?

• To get connected to the Penn State Wireless 2.0 service, you'll need:
  o A Penn State Access Account.
  o A laptop with an 802.11 compatible wireless network card.
  o Instructions for Windows | Macintosh | Unix/Linux | Apple iPhone/iPod Touch | Android

The Penn State Wireless 2.0 service incorporates 802.1X wireless authentication and encryption methods that are aimed at enabling an improved level of security and improved performance.

Note: Windows 8 users do not require any software to use PSU Wireless

2. Unplug and Fire Up a Connection!

Once you have installed the wireless 2.0 software, it's easy to get connected to Penn State Wireless. All you have to do is:

• Power up your laptop.
• Use the psu wireless network for your tasks.
Connecting to PSU from an Off-campus Location

Most PSU resources will be available by simply navigating to the correct internet location; however, some PSU resources (e.g. some restricted Library resources like Hoovers or D&B) have higher security/authentication requirements which require logon via VPN from an off-campus location.

1) Use your off-campus internet connection – cable modem or DSL – to gain access to the internet using your preference of wired or wireless connection and/or an internet router.
2) Launch VPN Software. (See https://downloads.its.psu.edu/ and expand the Connecting to Penn State section to download and install the VPN software)
3) Highlight connection entry “ISP to PSU” and select Connect.

Note: A successful connection will not display a message. Look for locked padlock icon in your system tray to confirm successful VPN logon.

Troubleshooting

I cannot obtain a wireless connection at the Smeal building

Please check the following:
1) Confirm your laptop network adapter is set to wireless – usually the WiFi light will be lit when wireless is activated.
2) Check signal strength and connectivity speed.
3) Confirm you are attempting to connect to the unsecured “psuwirelesssetup” wireless network if attempting to setup wireless access for the first time and “psu” if you’ve already setup wireless.
4) If using “Windows Wireless Client” software for connectivity, right-click on icon in tray and select “Repair”. Wait a minute or two for a renewed connection. If you are using manufacturer provided network adapter software, reconnect or refresh connection.
5) If you are using “Windows Wireless Client” software for connectivity and you have the ability to switch to your laptop’s network adapter software, inactivate Windows Wireless Client and activate the manufacturer-provided network adapter software.
6) Check your firewall settings and log files. Review any firewall log files/alerts that may indicate blocked transmissions. Temporarily deactivate firewall for troubleshooting purposes. See Firewall Settings for more information on Firewall configuration.

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I have a wireless connection, but I keep getting “Page Not Found” when I try to navigate
Please check the following:
   1) Check that you are connected to the psu wireless network.
   2) Try another (completely different website) to determine if the issue is isolated to a specific web address.
   3) Verify that the website is correct, especially if you have set the website as a “Favorite”. Please note, some PSU website addresses change over time and may not always redirect properly therefore causing the link to cease to work.

My wireless connection frequently disconnects
Please check the following:
   1) Ensure your virus software is up to date.
   2) Run a Spyware scan to cleanup any Spyware. See Anti-Virus & Spyware Software.

If your issues persist, please send as much of the following information as possible to networks@smeal.psu.edu
   - Building location (specific as possible) where connectivity is failing
   - Date and time
   - Device or Laptop OS (iPhone, Blackberry, Mac, Vista, Windows XP)
   - Error message and/or nature of the problem - specify if intermittent or consistent issue
   - (Wireless) Network Adapter Type (if known)
   - (Wireless) Wireless Software Client – Windows or other (if known)

How to Get Your Email

Introduction

When you become a Penn State Smeal student, you will be provided two email accounts: your Penn State email account and a Smeal email account (described below). Fellow students, faculty, and staff use these accounts interchangeably, and in order to avoid confusion, you should forward your Penn State email account TO the Smeal account. Otherwise, it will be your responsibility to check two email accounts! Instructions to forward your email are listed below.

Account Descriptions

1) Penn State Email (abc123@psu.edu) - This email account is the PSU email account that all faculty/staff/students at Penn State receive. It can be viewed access via Web Mail (http://webmail.psu.edu).

2) Smeal Exchange Email (abc123@smeal.psu.edu) – This email account will be provided at MBA Orientation and is administered by the IT group at Smeal. Smeal email/calendar uses Microsoft’s Exchange technology. The Smeal College, your classmates, listserv distributions, and Career Services commonly use this email. Email can be accessed via mail clients such as Microsoft Outlook Web App, Microsoft Outlook (full client) software, Mac Mail, etc. Certain cell phones may have capability to directly access Smeal Email as well. See Accessing Email using Microsoft Outlook or Accessing Email using Mac Clients.
Mailbox Quota Limits:
Your Smeal mailbox has a 1GB limit. At 768MB, you will get a message that you are approaching your quota. At 921MB, you will not be able to send messages (until you delete/archive to .pst). At 1GB, you will not be able to send/receive until you delete items.

**Forwarding Penn State Email to Smeal Email – recommended**
Forwarding your Penn State email to your Smeal email will allow you to access your email from one email account – your Smeal email – which uses an Outlook interface most of you are probably already familiar with.

To forward your Penn State email (abc123@psu.edu) to your Smeal email (abc123@smeal.psu.edu) email, please complete the following **after completing the Setup & Logon of your Penn State and Smeal Email.**

1. Go to [https://www.work.psu.edu/](https://www.work.psu.edu/)
2. Log in using your Penn State ID (abc123) and Penn State password
   a. If you forget your password, you must visit a “Signature Station” to reset it. The closest one is located in East Halls Commons (Findlay Commons). For a complete listing see: [http://ait.its.psu.edu/services/identity-access-management/identity/accounts/sigstations.html](http://ait.its.psu.edu/services/identity-access-management/identity/accounts/sigstations.html)
   b. For a Penn State map, see: [http://www.geog.psu.edu/print-campus-maps](http://www.geog.psu.edu/print-campus-maps)
3. Click on the **“Change your e-mail forwarding address”** link in the middle of the page.
4. Type in your Smeal email account you wish to forward your mail to (abc123@smeal.psu.edu)
5. Click the change button.
6. Close your browser.

**ANGEL – Course Management System/Learning Management System**
Angel is the course management software at PSU. Professors will post lecture and class materials to Angel. You can access Angel at [http://angel.psu.edu](http://angel.psu.edu) using your Penn State Access login and password. There is a quickstart guide for Angel available at [http://kb.its.psu.edu/cms/article/446](http://kb.its.psu.edu/cms/article/446)

Angel messages function similar to email but they are contained within the Angel system. Professors will often communicate to you via Angel messages. To ensure timely delivery of your Angel messages, it is best to setup Angel such that it will forward messages to your Smeal Email.

To forward messages from Angel to your Smeal Email:

1. Go to [http://angel.psu.edu](http://angel.psu.edu)
2. In the Logon Box, select “Penn State Access Account “ > Click Logon
3. Enter you Penn State Access Account login ID and password to login.
4) Click the “Preference” button on the left hand side (see below).

5) Click on “System Settings”.

6) Enter your Smeal Email address (abc123@smeal.psu.edu) in the “Forwarding Address”.

7) Enter “Forward my mail and keep new” in the “Forwarding Mode”.

**Accessing Smeal Exchange Email using Microsoft Outlook**

Microsoft Outlook can be used to access Smeal Email via two methods:

1) Microsoft Outlook Web App (OWA) – A web-enabled client that is not downloaded on your laptop and can be accessed from any location where you have internet access.

2) Microsoft Outlook Full-client – The Microsoft Outlook software must be loaded on your laptop. It is typically provided with the purchase of the Microsoft Office Suite for Windows or OSX.

**Microsoft Outlook Web App (OWA)**

1) Go to [http://mail.smeal.psu.edu](http://mail.smeal.psu.edu)

2) Enter “User Name” - Penn State login ID (e.g. abc123) and Smeal password.
**Microsoft Outlook 2013 Full-client**
You must have Microsoft Outlook software on your laptop to use this option

Please note: These instructions are for Microsoft Outlook 2013. If you need help with earlier versions, please see [http://support.microsoft.com/kb/287532](http://support.microsoft.com/kb/287532).

**To setup your Smeal Exchange email in Outlook 2013**

1) Launch **Outlook 2013**
2) On the Welcome to Outlook 2013 screen, click **Next**
3) Click **Yes** then **Next** when asked “Do you want to setup Outlook to connect to an email account?”
4) Enter the following information in the next screen:
   a. Your Name
   b. Email address: *abc123@smeal.psu.edu* (you must enter @smeal.psu.edu)
   c. Your Smeal email password
5) Click **Next**
6) Click **Finish**

**To setup the Penn State Address Book in Outlook 2013:**

1) Launch **Outlook**.
2) Click on the **File** tab, click on **Info**, click **Account Settings** so a drop down menu appears, click on Account Settings
3) Select “**Address Book**” tab.
4) Click **New**.
5) Select “**Internet Directory Service (LDAP)**” then click Next.
6) Enter the “Server Name” as **ldap.psu.edu**, then click More Settings.
7) On the “Connection” tab, enter the name as **PSU Directory**.
8) On the “Search” tab, select “Custom” and enter **dc=psu,dc=edu**
9) Click OK, Next, Finish, Close
10) Restart Outlook (for changes to take effect)

**Outlook 2013 Creating a Local Archive for storing email on your laptop's hard drive**

1) Click on the **'File'** tab, click on **'Info'**, click on **'Account Settings'** to open the drop down menu and click on **'Account Settings'**
2) Click on **'Tools'** and **'Account settings'**
3) Click **'Add'** button
4) Select Outlook Data File (**.pst**) 
5) Click **'OK'**
6) At the **'Create Microsoft Personal Folders'** windows, in the name box type **'Local Archive'**
7) Click **'OK'**

**Accessing Smeal Exchange Email using Mac Clients**

**Outlook – Office 2011 for MAC – preferred application for Mac**

1) Open **Outlook**
2) On the Outlook menu bar click on “Outlook”, and then “Preferences”.

3) In “Outlook Preferences”, click “Accounts” under “Personal Settings”.

4) These settings will need configured with your information:
   - Account description: **Smeal Exchange**
     - Personal Information
       - Full Name: **Your Name here**
       - E-mail address: abc123@psu.edu or abc123@smeal.psu.edu (“abc123” being your Penn State User id)
     - Authentication
       - Method: **User Name and Password**
       - User name: smeal\abc123
       - Password: **Your Smeal E-mail password**

5) When prompted to enter a “Server” or “Server Name” type **mail.smeal.psu.edu** (without the quotes)

6) Click “Advanced” and verify the “SSL” settings as pictured below.
Note: Server entry may also show as https://mail.smeal.psu.edu/ews/exchange.asmx

Mac Mail – Lion/Mountain Lion

1) Launch Mail (click it on the Dock or open it from the Applications folder).
2) On the Welcome to Mail window:
   a. Enter your name
   b. Enter your email address
   c. Enter your Smeal Exchange password
   d. Click Continue
      i. If the "Welcome to Mail" assistant does not appear when you open Mail, choose Add Account from the File menu
      ii. Note: Your email account password will be stored in Keychain and used automatically to login to your email account when you open Mail
3) On the Welcome to Mail: Incoming Mail Server window:
   a. For the Account Type, select Exchange
   b. For the Description, enter Smeal Exchange Email
   c. For the Incoming Mail Server, enter mail.smeal.psu.edu
   d. For User Name, enter your access account user name
   e. For Password, enter your Smeal password
   f. Leave the checkmarks checked next to Contacts and Calendars in order to sync your contacts and calendar with the Smeal exchange system
4) Click Continue
5) Verify your settings in the Account Summary
6) Check "Take account online"
7) Click "Create" to complete the process
8) Click Mail menu > Preferences > General tab
9) Change the Check for new messages to Every minute
10) Close the window and Save if prompted

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Accessing Email using Handheld Devices

iPhone / iPad

iPhone Mail Configuration
The best method for retrieving Penn State email on your iOS device is to first forward your PSU mail to your Smeal mail account. For instructions on how to do that, please see Forwarding Penn State Email to Smeal Email.

Setup for Smeal Exchange on the iPhone / iPad
1) Open the Settings Menu. [The icon is a grey gear.]
2) Click on Mail, Contacts, Calendars
3) Under accounts, click Add Account
4) Click on Microsoft Exchange.
5) Fill in the following:
   a. Email: abc123@psu.edu (Use your Penn State Access Account)
   b. Domain: smeal.psu.edu
   c. Username: Your Penn State Access ID
   d. Password: Your Penn State Access ID Password
6) Click Next
7) When prompted for the Server, enter mail.smeal.psu.edu
8) Click Next
9) You should see a message that states “Exchange account verified”.
10) Select Yes to synchronize your email.
11) Select Yes/No (your choice) to synchronize your contacts and your calendar.
12) Click Done

After setup, your Smeal Email can be viewed using the Mail icon. If you already have an email account connected to your iPhone, your Smeal Email account will be added as a new account and you will need to select your Smeal Email Account to view your mail.

Android Devices
1) From the Home screen, press EMAIL
2) Type in your Smeal e-mail address (i.e abc123@smeal.psu.edu) and password
3) Click MANUAL SETUP
4) For account type, click EXCHANGE
5) Fill in the requested information as shown below:
   a. Domain\Username: Enter smeal\youruserid (e.g., smeal\abc123)
   b. Password: Enter your Smeal password
   c. Server: Enter mail.smeal.psu.edu
   d. Check Use secure connection (SSL)
   e. Click NEXT
6) In Account options, select AUTOMATIC (PUSH) for e-mail checking frequency and click NEXT
7) Name the e-mail account Smeal Exchange Email and click DONE

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Wireless 2.0 Configuration for mobile devices

iPhone / iPad

1) Open the Settings menu.
2) Select the Wi-Fi tab.
3) Select psuwirelesssetup from the list of available networks.
4) Wait until a check mark appears beside the psuwirelesssetup network name.
5) Go back to your Home screen.
6) Select the Safari browser.
7) Go to this website. https://www.work.psu.edu/access/dot1x/prod/ (You will have to log in with your Penn State Access Account.)
8) Select Apple iPhone/iPod Touch software version 2.0 and above.
9) Click Submit.
10) Select Install from the install profile prompt.
11) Select Install Now from the warning prompt.
12) Enter your Penn State Access Account.
13) Enter your Penn State Access Account password.
14) Click Done from the profile installed prompt.

note: The first time you connect using the Wireless 2.0, you may be asked to accept a certificate. Click Accept.

Android Wireless 2.0 Configuration

1) Enable Wifi.
2) Select the psu network.
3) EAP method: TTLS
4) Phase 2 authentication: PAP
5) CA certificate: Leave on N/A
6) Client certificate: Leave on N/A
7) Private key password: Access Account Password
8) Identity: Access Account ID (Ex. abc123)
9) Anonymous Identity: Access Account ID (Ex. abc123)
11) Click Connect.

How to Print

Printing in a Computer Lab

Computer Labs are available at many buildings throughout the campus. The closest is located at Smeal in room 206. Other computer lab locations are listed at https://clc.its.psu.edu/labhours/default.aspx.

Computers and printers in the computer lab are available for student use. Access is required using your Penn State Access Account login and password. A per page printing fee applies and will first deduct from an allowable printing quota (110 pages per semester) as part of the computer fee paid with your tuition. Any printing over your quota will be billed to your student account. To view your printing quota, see the Page Accounting and Login Server (PALS) at http://clc.its.psu.edu/printing.
To print in a computer lab:
  1) Find the nearest available lab. Note: The Smeal computer lab as well as other labs offer classes and may not be available during all daytime hours.
  2) Copy your print document to a flash/thumb drive.
  3) Go to the lab and login to an available computer using our Penn State Access login and password.
  4) Open document from flash/thumb drive and print to computer lab printer.

**Printing to the MBA Network Printer**

**Printing from the Podium Machines or Semester Allotment Machine**

Each semester through Penn State ITS, each student is allotted 110 pages subsidized by the technology fee. After the semester allotment is used, each student is able to purchase more pages at the price of .05¢ per page. When a print job is sent a pop up box will appear with information about how many pages are used for the print job, how many allotted pages are left and the ability to purchase additional sheets. If a job fails to print, a credit can be requested by following the policy and procedures.

There is a print release station, located by the HP printer, in the MBA Commons area in the back hallway of the Team Study rooms.

User Printing Management: [https://clc.its.psu.edu/Users/PrintingInfo.aspx](https://clc.its.psu.edu/Users/PrintingInfo.aspx)
Print Credit Policy and Procedures: [http://clc.its.psu.edu/Printing/CreditPolicy.aspx](http://clc.its.psu.edu/Printing/CreditPolicy.aspx)
Print Credit Request: [https://clc.its.psu.edu/Users/CreditReq.aspx](https://clc.its.psu.edu/Users/CreditReq.aspx)

**Printing Information**

Remote printing will enable you to be able to print from your laptop to the Dell Laser Printer 5310n located in the back hallway by the Team Study Rooms 123 A-F. You can send print jobs to this printer when you are on or off campus. If a print job is not printed or deleted within 12 hours of sending the print job, it will be recycled into new bits. Print jobs that are printed will be charged to your account either from your semester allotment or from the pages you purchased through Lion Cash.

**For Windows Installation:**
To install the correct printer drivers for remote printing, please visit [http://clc.its.psu.edu/printing/remote](http://clc.its.psu.edu/printing/remote) and scroll to the bottom of the page under **Machine Requirements**.

  1) Double click the downloaded file
  2) Click the "Install" button at the bottom of the window that appears
  3) Some anti virus packages may notice changes to the system and display warnings
  4) Once the package is installed, to print, please select Remote Printing Dell and you should be prompted to enter your userid
  5) Please see page 15 for instructions on how to release a print job

Known problems: If 64 bit drivers for the same printer types are already installed they should be removed before installing this package.

**For Macs**
To install the correct printer drivers for remote printing, please visit [http://clc.its.psu.edu/printing/remote](http://clc.its.psu.edu/printing/remote) and scroll to the bottom of the page under **Machine Requirements**.
1) Please note, there are two packages to install – Steps 1 and 2 below.
2) Double-click the 'PSU Remote Printing' volume that should mount once the downloaded completes.
3) Double-click the 'PSU Pharos Remote Printing' installer.
   a. If the you receive a warning that the installer is from an 'unidentified developer', you will have to right click (hold control and click) the 'PSU Pharos Remote Printing' installer and choose 'Open'.
4) Click the 'Continue' button.
5) Click the 'Continue' button.
6) Select the volume to install the package on.
7) Click the 'Continue' button.
8) Click the 'Install' or 'Upgrade' button.
9) Enter an Administrator’s Name and Password.
10) Click the 'Close' button.
   a. There will now be two printers:
11) 'RemotePrinting' for printing to Dell Black & White laser printers.
12) 'RemotePrintingColor' to print to Color Laser Printers.
13) To print from a Mac select RemotePrinting Dell Black & White and click Print.
14) Enter in you PSU User ID and click OK.
   a. Note: since one of these new printers was the last printer created it will become the default printer. To set a different default printer, launch 'Printer Setup Utility' which is in the 'Utilities' folder in the 'Applications' folder.

To RELEASE a print job:
1) Log in with your PSU Access Account information at the release station by the Team Study Rooms in the back hallway (rm 123 A-F).
2) Select the print job you want to release and click print.
3) You can also select multiple print jobs by holding down the Ctrl button and click each print job you want to print and click print.

Finding a Color Printer
A color printer is not available in the Smeal Business Building. The nearest color printer is located at the Findlay Building (East Halls) Computer Lab in room 6. For other color printer locations, please refer to https://clc.its.psu.edu/labhours/default.aspx.

High Volume/Quality/Specialty Printing
Consider using professional printing services available at retailers such as FedEx- Kinkos, Staples, and other local State College retailers.

Miscellaneous Setup

Firewall Settings
PSU network security settings may require you to change or customize your laptop firewall settings particularly if you use a high-level of protection. Please note configuration changes may need to be applied to both Windows and/or other purchased firewall software (e.g. ZoneAlarm, McAfee, Symantec).
If you configure your firewall to allow/block packets using IP address and ports, please see ITS Firewall Information (https://www.work.psu.edu/firewall_info) for the list of IP address and ports that are published for use by PSU ITS.

Please note that lowering or deactivating your firewall settings will leave you vulnerable to viruses, spyware, and other malware that may exist even when connected to the PSU network. PSU ITS/Smeal RIIT will not be held responsible for any damage to your laptop caused by such events.

**Anti-Virus & Spyware Software**
The following anti-virus and spyware software is available to students **free** of charge or available at no cost under PSU site license:

- Symantec Anti-virus
- Ad-Aware (spyware software)
- Spybot - Search and Destroy (S&D)

If you wish to download and install this software:

1) Navigate to ITS Software Downloads at https://downloads.its.psu.edu
2) Select **Virus Detections/Spyware Tools** Category
3) Select desired software to begin download.
4) Save downloaded software to a folder you will remember.
5) Run software to install on your laptop.

*Note: most slowness/lockup problems that we see with MBA laptops are related to spyware/adware/malware and viruses on the machine. We recommend running a scan using Spybot Search and Destroy or Adaware at least once a week. During orientation, you will be shown how to configure Symantec for realtime scanning.*

**WebApps**

WebApps provides access to several popular applications from a wide array of devices, and is available to anyone with a Penn State Access Account. WebApps uses HTML5 instead of Java you don’t need anything other than a modern browser to access the applications.

Applications available through WebApps include:

1) Microsoft Office 2010 (Word, Excel, Access, OneNote, PowerPoint, Publisher, Visio, Project)
2) Microsoft Office 2013 (Word, Excel, Access, OneNote, PowerPoint, Publisher, Visio, Project)
3) ArcGIS Desktop 10.2
4) JMP Pro 10
5) Mathematica 10
6) MATLAB R2014a
7) Minitab 17.1
8) SAS 9.4
9) SolidWorks 2014
Favorites - Common MBA Links
Below is a listing of frequently visited MBA websites.

<table>
<thead>
<tr>
<th>Description</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBA Student Exchange</td>
<td>Your first stop for all MBA related information.</td>
</tr>
<tr>
<td>SmealConnect</td>
<td>Smeal Career Services Website</td>
</tr>
<tr>
<td>e-Lion</td>
<td>Grades, bursar, registrar info</td>
</tr>
<tr>
<td>Angel</td>
<td>Online Course Management System</td>
</tr>
<tr>
<td>Schreyer Business Library</td>
<td>Library Resources for MBAs</td>
</tr>
<tr>
<td>Outlook Web App (OWA)</td>
<td>Smeal Email through OWA</td>
</tr>
<tr>
<td>Webmail</td>
<td>Penn State Email (Not Smeal Email)</td>
</tr>
<tr>
<td>ITS Home Page</td>
<td>Penn State’s IT group, Information Technology Services</td>
</tr>
<tr>
<td>Smeal College of Business</td>
<td>Main page for Smeal College of Business</td>
</tr>
<tr>
<td>PSU Bookstore</td>
<td>Bookstore – textbooks &amp; supplies</td>
</tr>
<tr>
<td>PSU Sports</td>
<td>Info on PSU sporting events</td>
</tr>
<tr>
<td>Daily Collegian</td>
<td>Local student newspaper</td>
</tr>
</tbody>
</table>

Training & Education

lynda.com

Penn State ITS offers tutorials free of charge via [http://lynda.psu.edu](http://lynda.psu.edu) Login to this site requires your Penn State Access Account login ID and password. For more information regarding this site, please see [http://lynda.psu.edu](http://lynda.psu.edu)

Below is a list of useful online tutorials ITS provides at no cost to students. You will need to be proficient in Word, Excel, and PowerPoint at Smeal’s MBA Program. All online trainings are available at [http://its.psu.edu/training/learnonline](http://its.psu.edu/training/learnonline)

Microsoft

Help Sources

Password Reset for Penn State Access Account
If you need to change or reset your Penn State Access Account password, please visit https://www.work.psu.edu.

Password Reset for Smeal Email
If you need your Smeal Email password reset, please visit the RIIT Group in 11BB with a valid photo id.

Computer Viruses, Spyware, or Hardware Failures
Penn State Information Technology Services (ITS) may be able to assist with computer viruses, spyware, or diagnosis of hardware failures. You may contact the Help Desk at 814-865-HELP or helpdesk@psu.edu. For more information regarding hours, locations, walk-in services, and a Knowledgebase of issues, please see http://helpdesk.psu.edu/.

Training & Education Issues/Questions
For training and education issues related to Lynda.com, please contact itstraining@psu.edu or 814-863-9522.

For all other training and education issues, please contact the MBA Office.