

Academic Technologies Supported Software 2011-2012

Product Name	Level of Support	Costs	Group(s)	Comments	
Windows 7	Full	None	All		
Windows Vista	Limited	None	Students		
Windows XP	Limited	None	All	Through 2011	
Mac OS X	Full	Various	All		
Outlook/Exchange	Full	None	All		
MS Office 2010	Full	None	All		
MS Office 2003	Full	None	All	Through 2011	
MS Office 2011	Full	None	All		Mac Version
Word Perfect X3	Full	None	Faculty		
Adobe Pro	Full	\$64	All		
Adobe CS5	Full	Various	All		
Other Adobe Products	Full	Various	All		
Contracts Experience	Full	None	Students		
EBB	Full	None	Students		
Illiad	Full	None	Staff		
Aleph	Full	None	Staff		
SAP	Limited	None	Faculty/ Staff		
Web Browsers	Full	None	All		
iTunes/QuickTime	Full	None	All		
Flash/Java	Full	None	All		
Time Matters	Full	None	Clinics		
GoodSync	Limited	\$\$	Faculty		
Stata	Limited	\$\$	Faculty		
Dropbox	Limited	None	Faculty/ Staff		
VPN	Full	None	Faculty/ Staff		
Remote Desktop	Full	None	All		
Mail Merge	Limited	None	Staff		
ePrint	Limited	None	Students		
Movi	Limited	None	Students		
Webfiles	Limited	None	Students		
Sympa	Full	None	All		
McAfee Virus Software	Full	None	All		
VMWare	Limited	None	All		

SISS	Limited	None	Staff		
Advance CB	Limited	None	Alumni		
Lexis/Westlaw	Limited	None	All		
Quicken	Limited	Various	Faculty/ Staff		

Legend:

Full Support – Academic Technologies will install, configure, troubleshoot, and answer basic usage questions about the product with this level of support. Academic Technologies maintains a high level of expertise with these products and will provide in depth troubleshooting when necessary.

Limited Support - This level includes installation and "best effort" support. This level is the default level of support for products not specifically included in our desktop or laptop supported models. Academic Technologies will provide only limited support for configuration, troubleshooting, and usage questions. Some of this software may fulfill strategic needs, even while being unsupported, and may therefore have a slightly higher level of support. Users should use limited support software only under the understanding that they are primarily responsible for the effective use of the software.

Basic Support – Academic Technologies will install and configure the product but will not troubleshoot, or answer questions about product at this support level.

Groups :

Faculty/Staff

Students

All – Faculty/Staff/Students