Virtual and OS Support

Summary

SOM IT will provide support for your computer, laptop and mobile device operating system. This includes virtual Operating System support for those using applications intended for other platforms through a platform called CITRIX.

Features

- Support for your current Windows, and MacOS
- Support for Android and iOS
- Support for virtual OS installed

Who can use it?

All members of the SOM community with a valid ID are able to use this service.

How much does it cost?

This service is available at no charge to the Yale School of Management community.

How do I get it?

You may e-mail somit@yale.edu to request assistance with your desktop, laptop or mobile device Operating System, or you may also walk in the SOM IT helpdesk, room L420 in Edward P. Evans Hall to obtain assistance.

To get access to Citrix you must first opt into the service by requesting access and then installing a citrix client "receiver" to access specific SOM course applications. Instructions on requesting access to and using the Citrix service are available here.

Related Policy and Procedures

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

Related Knowledge Articles

- SysPrep
- Virtual Desktop Infrastructure (VDI)
- Windows Lock Screen modification