Getting Started with Technology

SOM IT provides information for students getting started at SOM. Start here with general information about student technology.

SOM IT Help Desk can only support English Operating Systems. You may want to wait until you arrive in the United States to purchase a machine. Keyboards that are not United States English keyboards will be a challenge in class. Some manufacturers will not honor a different nation’s warranty repairs. Purchasing a computer in the United States means you will be able to receive service in the United States. Machines purchased in China and Ghana will have networking challenges because of the way the machines are built in those countries to connect to the internet in those countries.

In order to successfully complete coursework at Yale SOM, students will need to have a laptop computer with a Windows Operating System that meets the recommended specifications set by the School. SOM has inaugurated a “Bring Your Own Device” (BYOD) approach to student technology. With that model, students will have more options to choose equipment from vendors offering support services and features they value. We highly recommend purchasing a Windows computer for your work here at Yale SOM in order to be fully functional and simply work with all your course material. The Windows Operating System is required for all applications.

Here are a few important points to note:

- **Mac**: Some required software is Windows specific including Excel plug ins that are only available through Windows. If you use a Mac, you will be required to run Windows on a virtual machine on Mac devices to complete your coursework. Mac users are provided access to a virtual environment with a Windows Operating System and the necessary software to complete course work. If you purchase a Mac computer, make sure it is capable of running a virtual machine with a Windows Operating System per the specified requirements. See Recommended Specifications for Laptops. Please keep in mind that any computer not meeting these standards may not be adequate for academic work at SOM and will further limit the support we can offer.

- **Tablets**: Tablet computers without a full operating system environment (e.g., iOS and Android devices) are not sufficient by themselves for the MBA program. Students may use tablets as desired in addition to completing course work on a Mac or Windows computer.

- **School of Management Student Laptop Support Policy**

- **We strongly recommend that you have a computer with an active manufacturer warranty. Hardware repair options, particularly for Windows computers, is limited in New Haven. However, most manufacturers offer relatively quick turnaround for hardware repairs via overnight shipping.**

- **Complete instructions for downloading Yale and SOM-specific software and making your computer ready for use on campus will be provided for you to complete before the start of Orientation in August.**

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