Students - 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 machine is 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 computer that meets the recommended specifications set by the School. SOM has 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.

Here are a few important points to note:

- **Business Computers**: Computers that previously or currently belong to another business organization may not be able to be configured or have the ability to install software necessary to complete coursework. SOM IT advises that you bring a personal computer on which you can download and install required software. SOM IT will be able to support you with this process on your personal device.
- **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 coursework on a Mac or Windows computer.
- **Warranty**: 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.
- **Software**: 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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