

STUDENT SOFTWARE OPTIONS

In order to support student home use of the software taught in the undergraduate and graduate curricula, DeVry University provides three options for accessing software for use on your home computer.

1. iLabs

iLabs provide anytime access to many of the software packages used in the curriculum via the Internet where a small client application can be downloaded. To log in, go to <http://lab.devry.edu> using your DSI number as your username. Your password is set to your birth date in the format YYYYMM as the default.

Additional information on accessing and using DeVry University's iLabs is available from your local campus Help Desk or in the course materials available to you through <http://www.devryu.net>.

2. Mail Order Software

Through DeVry's licensing agreements, some software titles are available to you or you may order full versions of applications that you are eligible for. Visit <http://devry.e-Academy.com>, login using your DSI number and your last name as the password, then click **the Software tab** for details.

Please read the documentation carefully for terms and conditions, as well as licensing, shipping and handling charges that may apply. **Student software is available only when classes are in session.** If you are enrolled in a course, you will have access to the student software site beginning the Tuesday after the term or session officially begins.

Further information and instructions are available in the student portal Resources area at <http://my.devry.edu>.

3. Microsoft Developer Network Academic Alliance (MSDN AA)

You may be eligible for software through DeVry University's membership in the MSDN AA. **Student software is available only when classes are in session.** If you are enrolled in a course, you will have access to the student software site beginning the Tuesday after the term or session officially begins.

To access the MSDN AA options, go to <http://devry.e-Academy.com>, login using your DSI number and your last name as the password, click **the Software tab**, and then click on the MSDN Academic Alliance button below the Featured Products

screen. A large number of Microsoft products are available to download and use to further your education. Simply download the software, burn to a disk, install the software using the provided license key, and you're on your way!

Further information and instructions are available in the student portal Resources area at <http://my.devry.edu>.

OTHER IMPORTANT NOTES FOR STUDENTS

Getting Help



Read instructions carefully to ensure that you understand how to access and use the Student Software options. There are helpful materials in your courses, in the portal, and at the Student Software site.



Your instructor should be your first line of support for software usage, but if you are having iLab issues on campus, the local Help Desk may be able to resolve the problem – or they can work directly with the OBT Help Desk and Level 2 support to get escalated help. If your local Help Desk cannot help, you can submit a ticket to the OBT Help Desk from your student account at my.devry.edu or you can call the OBT Help Desk at 877-784-1997.



When opening a ticket with the local Help Desk or the OBT Help Desk, the more information you provide, the better the chance that the ticket will be resolved to your satisfaction and without delay. The following are helpful pieces of information:

- DSI number
- Email address
- Phone number and best time to call
- Resource you are trying to access (application in Citrix, other lab environment)
- Computer information: Operating System, browser (Internet Explorer 7.0), connection (DSL, dial-up)
- Exact error message received and any steps you were completing when you received this message
- Course information: What course, what lab, who is the instructor



After the OBT Help Desk works on a ticket and believes it has been resolved, the student receives an email notification that work has been completed. If you do not believe the problem is resolved, you should contact the OBT Help Desk within 3 days to request that the ticket be re-opened. After 3 days, the ticket automatically is marked as “Closed” and if you continue to have the issue, you cannot re-open the original ticket and must open a new ticket.