

Virginia Tech Incoming Undergraduate Software Requirement FAQ

Who is required to purchase the Incoming Undergraduate Software Bundle?

All incoming undergraduate students are required to purchase the Microsoft Campus Agreement bundle of software. This includes incoming freshmen and transfer students.

I am an incoming freshman; can I pick up my software bundle on Day 1 of New Student Orientation? No. In order for freshman to pick up their bundle, a Hokie Passport must be presented. Hokie Passports are available on Day 2 of orientation.

I am an incoming transfer student, when can I pick up my software bundle? Since transfer orientation is only scheduled for 1 day, you can pick up your software bundle after you have received your Hokie Passport.

How much will I pay for the bundle?

The cost of the Incoming Undergraduate software bundle is \$103.95 including tax.

How will I be billed for the software bundle and can I pay for the software when I pick it up? Since the Incoming Undergraduate software bundle is a university requirement, the charge will be billed to you in mid-July along with charges for tuition and fees for the Fall Semester. The Bursar's Office sends e-bill notifications monthly to the student's VT email address for any new activity on a student's account. The student can also establish parents or others as authorized payers on the account who will also be sent the e-bill notification. Payment is not accepted by Student Software Distribution. They will bill your account for the software through the Bursar's office. Hokie Passport accounts may not be used to pay for the software bundle.

What if I am unable to attend orientation?

Our plans are to distribute the software bundle to students during orientation. However, if you are unable to attend orientation, you will be billed for the software bundle since the university has determined this is a requirement for all new incoming undergraduate students. Students unable to attend orientation can pick up the software beginning August 19, 2009 at the Student Software Distribution office located on the third floor of Torgersen Hall.

What if I can't make it to Torgersen Hall to pick up my software by the Friday before classes begin? Student Software Distribution understands how busy the first few days of move-in are. Therefore, we have extended hours on Saturday, August 22 (8-5) and Sunday, August 23 (1-5) for your convenience. After August 23, regular hours are 8-5, Monday through Friday.

What software is included in the Incoming Undergraduate Software Bundle?

The bundle contains Microsoft Office Enterprise 2007 for Windows, Office 2008 for Macintosh, Windows operating system upgrades, and core client access licenses (CALs) for connecting to Microsoft servers. Unique to this Microsoft Campus Agreement license, purchasers are entitled to new versions of the software as long as they remain an undergraduate at Virginia Tech.

What if I have a Macintosh computer? Isn't the bundle just for Windows users?

No. Macintosh users actually get "more bang for their buck" than do Windows users. Since your Mac gives you the flexibility to run both operating systems (Windows and Mac OS) on your machine, you are licensed to install and utilize both versions of Office as well as the Windows operating system.

How does purchasing Campus Agreement software benefit me over my academic career?

The Microsoft Campus Agreement bundle is an inexpensive way to stay current with the latest releases of the basic Microsoft applications. It also helps us standardize our support. Simply stated, if you need assistance with your machine, technicians from our 4-Help are more effective in troubleshooting issues when they know what software you have on your machine. Additionally, if you are unable to find your installation discs and need to reformat your machine, the software is available 24/7 on our download server at network.software.vt.edu.

What if I already own the software?

Since the Campus Agreement bundle is specific to Virginia Tech and can only be purchased through Virginia Tech, it would be rare that an incoming student would have the license that Virginia Tech holds. The university Campus Agreement license comes with upgrade rights for

new software versions and releases as long as the purchaser remains an undergraduate at Virginia Tech. Questions regarding the bundle or the requirement should be sent to Student Software Distribution at (540) 231-3969 or stusoftw@vt.edu

Can I order my software in advance?

No. Student Software Distribution stocks software based on projected incoming student demand so advance orders are not necessary.

Am I eligible to place an order by fax?

No. Incoming undergraduate students are only eligible to obtain their software bundle when physically on campus. Software will be distributed during summer orientation and again beginning August 19, 2009. Once classes have begun, mail orders are honored for off-campus students and can be processed.

What other software can I get during orientation?

Due to licensing restrictions, only the Microsoft Campus Agreement Undergraduate Bundle of software will be distributed during orientation. Other software can be obtained beginning August 19, 2009. Please see <http://www.ita.vt.edu/studentsoftware/website> for more information on product availability.

I'm in a discipline that requires additional software, why can't I pick it up during orientation? Due to licensing restrictions, discipline-specific software cannot be picked up before August 19, 2009. Students majoring in Architecture, Building Construction, Business, College of Natural Resources, Engineering, and Landscape Architecture may pick up their software at Student Software Distribution, 3240 Torgersen Hall beginning at 8:00 A.M. on August 19, 2009.

If I'm in one of the disciplines that require additional software, will my account be charged for both the undergraduate bundle and my program-specific software when I pick up my bundle during orientation? No. You will only be charged and billed for the Incoming Undergraduate Software Bundle during July. Program specific purchases will be billed to your account after August 19, 2009.

What if I have difficulty installing my software bundle? Is there assistance available to me before I move onto campus?

If you have not yet arrived on campus and want to install software from the download server prior to arriving, you will be required to install and set up a VPN (Virtual Private Network) to access the download site. The easiest way to set up a VPN is to run the VTnet software that you will receive during Orientation. More information about the VTnet software can be found at: www.vt.net.vt.edu. Once you run the VTnet software, on a Windows machine, you will only need to set a Passphrase. VTnet also includes detailed instructions to assist you in setting up a VPN for Mac OS. For additional information on configuring a VPN and setting a Passphrase, see http://computing.vt.edu/internet_and_web/internet_access/vpn.html. If you experience problems, or find that you need assistance, help is available during move in when you arrive on campus.

Do I need to download software before coming to Virginia Tech?

No. Because Virginia Tech has established computer requirements for incoming students, you should have already purchased a laptop with a full and licensed operating system installed. Microsoft Office is provided on CD on the second day of your freshman orientation session and you may install it before you arrive in the fall. You are not required to download or install additional software during the summer. When you arrive on campus in the fall, you may need to procure additional software depending on your department's or college's software requirements. For information on your department's specific software requirements: see www.compreq.vt.edu, click on the *Purchase your system* link, and then select your particular department or college.

What if I have questions?

All questions regarding the requirement, billing, or pick-up of software should be directed to Student Software Distribution at stusoftw@vt.edu. We have posted information on our website at <http://www.ita.vt.edu/studentsoftware/website>