



## **Computer Notebook Support Information for Study Abroad Students**

***Before leaving for abroad, please check the following items:***

- MY.BENTLEY login is successful
- You are able to check your Bentley e-mail successfully
- You are able to log into your notebook computer with your Ethernet cable disconnected and your wireless network turned off

***If you have issues with your computer notebook while abroad:***

### **For Hardware Issues**

Realize that Bentley is available to assist you with your computer related issues. However, due to shipping costs for which you are responsible, turnaround time, and customs clearance, sending your computer to Bentley for repair is not advisable. The fastest and most cost efficient method is to contact the HP office appropriate for your country. Telephone numbers can be found on [http://welcome.hp.com/country/us/en/wwcontact\\_us.html](http://welcome.hp.com/country/us/en/wwcontact_us.html)

If HP is unable to resolve your issue, please contact the Computing Services Help Desk at [helpdesk@bentley.edu](mailto:helpdesk@bentley.edu) or 781-891-3122.

### **For Virus, Software, and Other Assistance**

The Bentley University Computing Services Desk is here for you even when you are thousands of miles away. Help is available via e-mail, telephone, and the web. Get started at <http://client-services.bentley.edu/>, call us at **781-891-3122**, or simply send an email to [helpdesk@bentley.edu](mailto:helpdesk@bentley.edu). Check out the Falcon Find IT website for instant help with your computer and most applications. Links to Falcon Find IT are on the top right of both the <http://client-services.bentley.edu/> and <https://my.bentley.edu> websites.

If there appear to be viruses or malware on your notebook, these can usually be eradicated with Forefront which is already installed on your notebook. Please ask for assistance if you are unsure how to proceed.

**Bentley Computing Services Desk**  
**781.891.3122**

e-mail: [helpdesk@bentley.edu](mailto:helpdesk@bentley.edu)

website: [client-services.bentley.edu](http://client-services.bentley.edu)

on-line help: <https://falconfindit.bentley.edu/selfservice>

