


Nine Things You Need to Know about Technology at Duke Law – Fall 2020

1. **Technical help** with your computer, smart phone, or tablet is available at the Academic Technologies **help desk** (on the second floor near the rear of the Goodson Law Library).
 - Duke Law requires a *supported* operating system: macOS 10.13 or newer, or Windows 10 or newer
 - **Do not** upgrade to a *brand new OS version* until we have certified it for our exam software; regular updates to the OS are fine.
2. **Keep up to date on important matters** with the Student Portal:
 - <https://law.duke.edu/portal/student/>
3. **Print for free** in the law school. *Please conserve – print double-sided and print only what you need.* We also have two book scanners and a high-speed scanner and fax device (domestic calls only) in the library.
 - <https://law.duke.edu/actech/printing/>
4. **You have *one* Duke email box**, which is a Microsoft Office 365 Exchange account, for all your Duke email addresses. Go to OIT's self-service site to update your Duke email alias(es) and choose your primary address:
 - <https://oit.duke.edu/selfservice>
 - Class of 2021 students can make lawnet changes here: <https://intra.law.duke.edu/MailForwarding/>
5. **Your Exchange email account works best with Microsoft Outlook and Outlook on the Web**, but you can use other email software, too, as well as most mobile devices. You can also forward your email elsewhere using Outlook on the Web (in the  menu, look under Options and then Mail and Accounts). BUT be sure to keep copies and check occasionally on Outlook – *sometimes forwarded email ends up in junk mail or blocked!*
 - <https://mail.duke.edu>
6. **Store or back up your important files online**, through Microsoft's OneDrive for Duke University, a Duke Box.com account (recommended), or Duke's network storage:
 - <https://oit.duke.edu/help/articles/onedrive-business-faq>
 - <https://box.duke.edu>
 - <https://oit.duke.edu/what-we-do/applications/cifs>
7. **If you want or need Microsoft software**, you can get it for free while here at Duke:
 - <https://law.duke.edu/actech/microsoftlicense>
 - See other free or discounted software (especially Adobe) at: <https://software.duke.edu>

8. **Your courses may have materials online.** Look on **Sakai**. If you don't see a site for a course for which you are registered, your professor has not yet published it!
 - <http://sakai.duke.edu>
 - **You can record the pronunciation of your name**, update your photo, select a preferred pronoun, or provide additional information on the Duke Law student directory:
<https://law.duke.edu/studir>
 - **See more on name pronunciation and pronouns here:**
<https://law.duke.edu/life/directory/pronunciation>

9. **Book an appointment with the Help Desk.** If you are having trouble with technology for which you need in-person help, you must book an appointment ahead of time!
 - <https://law.duke.edu/actech/helpdesk/appointments>