

COMPUTING AT BENTLEY

While attending Bentley, it is essential that students have a laptop computer to complete academic work.

While we recognize that students prefer a certain type of laptop, Bentley recommends that students use a Windows laptop as that aligns best with the software requirements for the curriculum.

Bentley has partnered with Micros Northeast to offer business-class HP and Lenovo laptops that meet the demands of the Bentley curriculum at educational pricing. Recommended configurations include a 4-year hardware warranty including accidental damage protection and a 1-time battery replacement warranty subject to manufacturer approval, and access to a loaner laptop should your laptop need repair. Please visit the Bentley Computer Purchase Program (<https://www.bentley.edu/offices/it/bentleys-computer-purchase-program/>) site to view available laptop purchase options.

Please review Bentley's minimum computer configuration (<https://www.bentley.edu/offices/it/bentley-s-computer-configuration-for-students/>) which represents the power, speed and storage necessary to meet your academic needs. Macs, iPads, Chromebooks and Microsoft Surface Pro Tablets cannot accommodate all software and screen size requirements for your courses and are not recommended. Utilizing these products will put you at a disadvantage in completing your academic coursework.

Bentley advises against using Mac computers due to compatibility issues with Windows-only applications. Many courses, especially those in Accounting, Computer Information Systems, Finance, and general business core courses, require Windows software applications that the macOS does not support. Students with Macs will need to install additional software to run these applications. Setting up virtualization software on a Mac is costly, time-consuming and requires advanced technical skills.

Bentley offers on-campus warranty, accidental damage protection and non-warranty (for an additional fee) laptop repair services at the IT Help Desk through our partnership with Micros Northeast.

Laptops purchased through Micros Northeast are subject to the terms and conditions of the manufacturer's warranty.

Repair services for Lenovo, Dell, HP and Apple business-class laptops not purchased through Micros Northeast may be covered under the manufacturer's warranty, subject to parts availability from the manufacturer.

Repair services for consumer-class laptops are generally not available through Micros Northeast.

Accidental damage coverage from many vendors, especially Apple, will have coverage limitations based on the type of laptop, damage caused, and number of previous damage incidents. Please review your laptop warranty coverage and the Apple Care+ policy for your specific warranty coverage information.

IT Helpdesk

For help or questions, please visit the IT support site Bentley Support Central (<https://bentley.service-now.com/bsc/>) and log in with a Bentley email address and password, or email helpdesk@bentley.edu.

For information about various IT topics (including printing, connecting to the wi-fi, setting or resetting passwords, Microsoft 365, the use of AI tools, and more), please visit the IT Main Page (<https://www.bentley.edu/offices/it/>).