

Department of Computer Science

Dreamspark SUPPORT POLICY

The Microsoft Developer Network Academic Alliance/Dreamspark program provides software to students enrolled in for-credit courses in the Computer Science Department, and to faculty members of the Department. This software may be used on student and faculty personal computers for instructional use, such as research, class projects, and examinations.

For additional information on the MSDNAA program, visit their website at:

<http://csuf-ecs.onthehub.com>

Additional Download Requests

You must maintain your own software images on reliable media and protect that media against loss or damage. If your original software images are lost for reasons such as computer upgrades, system crashes, hardware failures, or virus infections, you may submit a written request to the Computer Science Department Office. This request must include a clear explanation of the reason for the additional download request.

You must appear in person, with a valid photo ID. For security reasons, e-mail or telephone requests cannot be processed.

Slow Internet Connections

If you do not have broadband internet connections or cannot successfully download software images, you may use a CD burner workstation in the open computer laboratory in room CS-200. Please consult the posted schedule of hours and the lab consultant for more information.

Internet Explorer

For best results, you should use the Internet Explorer web browser for downloading Alliance software images.

E-mail Account Change / Password Reset

You must appear in person, with a valid photo ID, at the Computer Science Department Office and submit a written request. For security reasons, e-mail or telephone requests cannot be processed.