TECHNOLOGY SERVICES

Information Technology Services

Information Technology Services (ITS) is PCOM's central department for technology-based services. Our services range from technical support, network management, and email services to overseeing the College's telecommunications systems and more. Our mission is to cultivate and maintain a state-of-the-art technical environment that enhances your learning experience and propels PCOM in its mission to provide top-notch medical and graduate education.

PCOM Portal

The College's portal and intranet - myPCOM - is accessible to students, faculty, and staff and provides information and documents that are personalized and pertinent to the PCOM community. It is a central hub for various systems and provides single-sign-on (SSO) access to reach these services quickly. myPCOM can be accessed at http://my.pcom.edu.

Wi-Fi Internet Access

Wi-Fi Internet access is offered throughout all PCOM locations using 802.11ac access points.

To connect to PCOM Wi-Fi while on campus, use your phone or mobile device to connect to the " PCOM " wireless network and enter your PCOM network username and password.

Additional settings and documentation for connecting via Windows, Mac, and mobile devices can be found on myPCOM.

EMAIL

PCOM uses Google Workspace by Google Cloud as its email and collaboration platform. All students, faculty, and staff are issued Gmail accounts with the pcom.edu domain.

With your PCOM Gmail account, you can access a suite of tools, including Google Calendar, Google Drive, Google Chat, and various Google Workspace productivity tools, including Docs, Sheets, Slides, and Forms.

Computer Labs

PCOM offers modern computer labs featuring Windows 10 systems and printing services at its PCOM and PCOM Georgia locations.

The computer labs are available for use by current students, faculty, and staff of PCOM unless other special arrangements have been made. These rooms can be reserved for special sessions such as computer examinations, so review posted scheduled when available.

Computer Recommendations

PCOM supports both Windows and Apple systems. The newer the laptop or computer, the better your experience will be.

Before you purchase a laptop or desktop computer or bring your existing one, we recommend you examine how you will use it. Your work habits, possible fields of study, and interests should shape your decision. **Students need to verify if their courses will require the use of Examplify (electronic assessments), in which case their needs must be driven by the Examplify requirements found HERE (https://examsoft.com/resources/examplify-minimum-system-requirements/).** If your area of study requires the use of Examplify software, ensure the laptop or tablet you are purchasing **does NOT have a mobile (ARM)**

processor, as these are not compatible with Examplify. Always confirm the specifications before purchase.

Decide between a Mac or a Windows system. The platform should match your interests. In general, both will work on PCOM's Network. Many of the major vendors, such as Apple, Dell, Lenovo, and HP offer discounts to students.

Tablets such as iPads may not support every system or program, so we recommend using them as a supplement rather than replacing traditional laptops and computers.

Service Desk

Our ITS Service Desk is here to help with any technology-related questions or issues you may have. You can reach us at 215-871-6110 or email us at servicedesk@pcom.edu.

At PCOM, we understand that technology is integral to your educational journey. That's why our Information Technology Services team is dedicated to providing comprehensive support and resources to enhance your learning experience. Whether it's through our user-friendly PCOM Portal, reliable Wi-Fi access, dynamic email collaboration platform, state-of-the-art computer labs, or responsive service desk, we aim to ensure that your interaction with technology at PCOM is seamless and productive. Remember, our team is just a call or email away to assist you with any technology-related inquiries. Together, let's harness the power of technology to reach new heights in your academic pursuits