

Laptop Purchase and Configuration FAQs

1. Do I need to purchase any software for my studies in RP?

You do not need to purchase any software, including Microsoft Office and Anti-Virus. We will provide Windows Operating System during your course of study.

2. How do I check if my laptop meets the requirements?

- a. Press the **Windows logo key** together with the letter **R** on your keyboard.
This will bring up a window at the bottom-left of your screen.
- b. Type **control system** and click **OK**.
- c. This will launch a window that will show your system specifications.

3. Do I need to come to RP to purchase my laptop at the roadshow?

You no longer need to visit RP to purchase a laptop. You can purchase a laptop online instead from one of our appointed vendors at discounted prices during our Online Laptop Roadshow.

4. How do I turn off FileVault on my MacBook?

If you no longer want to encrypt your startup disk, you can turn off FileVault by following the simple steps below:

- a. Choose Apple menu > System Preferences, then click Security & Privacy.
- b. Click the FileVault tab.
- c. Click Lock icon, then enter an administrator name and password.
- d. Click Turn Off FileVault.

Decryption occurs in the background as you use your Mac, and only while your Mac is awake and plugged in to AC power. You can check progress in the FileVault section of Security & Privacy preferences. Please click [here](#) for more information.



5. What should I bring when I visit the IT Help Desk for assistance?

Please bring along the following items:

- e-Student Card via RP Connect mobile application
- Laptop Charger
- USB to Ethernet (if your laptop does not have an ethernet port)
- A screenshot of any error message or screens that occurred during your laptop configuration process

6. Where is the IT Help Desk?

IT Help Desk is located in the RP Library. You can enter via the Library West Entrance near W4. Please refer to the campus map for directions.