

## Recommended Computer Specifications

Wake Forest School of Medicine provides students with recommendations of laptop specifications that help ensure successful performance and operation within the curriculum. Students are responsible for maintaining a laptop with a supported operating system that is no more than 4 years old at the start of the program.

Feature	Minimum requirements	Preferred	Rationale
<b>Processor</b>	<b>Windows:</b> i5 (Gen 8) <b>MacBook:</b> M1	<b>Windows:</b> i7 (Gen 13) <b>MacBook:</b> M2 or higher	<i>Consider requirements for your program; research curriculums may require higher compute specifications.</i>
<b>Memory</b>	16 GB	24 GB	<i>Memory demands are dependent on application workload; research curriculums may require higher memory specifications.</i>
<b>Storage</b>	512 GB – solid state	1 TB – solid state	<i>Cloud storage is recommended to compensate for catastrophic failure, loss, or theft, and therefore lessens the need for local storage</i>
<b>Display</b>	13” or larger with 1440x900 or better resolution	13” or larger with 1440x900 or better resolution	<i>Consider requirements for your program; research curriculums may require upgraded internal graphics.</i>
<b>Network</b>	<b>Windows:</b> 802.11 b/g/n/AC <b>MacBook:</b> Airport Extreme	<b>Windows:</b> 802.11 b/g/n/AC <b>MacBook:</b> Airport Extreme	<i>Wireless network is available throughout all buildings, campus, classrooms, and study spaces.</i>
<b>Operating System</b>	<b>Windows:</b> Windows 11 <b>MacBook:</b> macOS 14 Sonoma	<b>Windows:</b> Windows 11 <b>MacBook:</b> macOS 15 Sequoia	<i>Select hardware that will last the duration of your program. The OS must be a supported version. Older OS versions like Windows 10 and Monterey must be upgraded when they reach end of support.</i>
<b>Antivirus Protection</b>	<b>Windows 10 and 11</b> have Windows Security on by default, which provides the latest antivirus protection. <b>MAC:</b> We recommend Sophos.		
<b>Support</b>	Extended warranty plan, including accidental damage coverage, for expected life of machine and a laptop bag/backpack to protect your computer.	Extended warranty plan, including accidental damage coverage, for expected life of machine and a laptop bag/backpack to protect your computer.	
<b>NOTE:</b> Intel ARM and ATOM processors, Chromebooks, and Android tablets and Microsoft Surface laptops are not compatible with curriculum software. Intel processor must be a minimum of <a href="#">generation 8</a> or higher.			

The Academic Computing Support Team provides computer support services Monday through Friday 8am through 4:30pm. Their office is located at Bowman Gray Center of Medical Education on 3<sup>rd</sup> floor, behind the library. They will assist with basic computer configurations, wireless connectivity, Citrix remote access, Wake Health accounts, printer, and email setup. Hardware repairs are not provided. Students can contact their computer vendor/manufacturer directly for support.

Support tickets can be submitted via <https://atrium.service-now.com/aclab>.