

Non-University Owned Equipment Support Policy

1.0 Purpose

The purpose of this policy is to describe the appropriate measures that IT&S staff will use to resolve non-University owned computer or computing issues while using the University's computing environment.

2.0 Scope

This policy covers all computing equipment not owned or leased by the University. The University's computing environment is configured for optimal performance with University computing standards for computers, printers, software, wireless devices, etc. The IT&S department cannot support the many personal computing operating systems and configurations without affecting the performance of the University's systems. Additionally, viruses and malware are a threat to all University computing systems. Without proper antivirus and anti-malware software on a personal system IT&S cannot adequately ensure the integrity of personal computers that connect to our system. This potential threat from unprotected personal computing equipment exposes the University's computing environment to unnecessary risk.

3.0 Non-University Owned PC Support

3.1 On Campus Support

3.11 - Wireless Connectivity - WiFi Hotspots

IT&S staff will only provide basic troubleshooting assistance to faculty, staff and students with personal computing equipment trying to connect to the wireless network on campus. IT&S Helpdesk will provide a wireless connection document covering Windows XP, Windows Vista, and Macintosh. All setting changes must be made by the personal computing equipment's owner. Access is limited to the Internet only.

3.12 – Wired (network jack connection) Non – Residence

IT&S does not provide access to the University's network computing infrastructure through wired jack connections.

3.13 - Wired (network jack connection) Residence

IT&S provides access to the Internet from residence network connections. Personal computing equipment support is limited to providing connection documentation.

3.14 Personal Computing Equipment Repairs

IT&S does not repair personal computing equipment.

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3.2 Off Campus Support

Faculty and staff may contact the IT&S Help Desk during regular service hours for questions and support related to webmail, remote access and other services provided via the internet.

3.3 IT&S Website Support

IT&S provides instructions on how to connect to the campus network via remote access on the IT&S webpage. Additionally IT&S provides links to anti-virus protection, as well as tips on how to keep your PC current with security patches and basic personal computer maintenance.

4.0 Network Systems Connectivity

IT&S will not supply hardware or software to connect personal PCs to the University's network systems.

5.0 Exceptions

Exceptions to policy will be reviewed on an individual basis with the Manager of Network and Client Services.