



JMU Information Technology Student-Owned Computer Support Services

DELL AND APPLE WARRANTY HARDWARE REPAIR SERVICE

JMU Information Technology is an authorized Dell and Apple computer hardware warranty repair center, providing warranty repair at our campus facility



SERVICE COVERS*

- Testing, diagnosis and replacement/repair of Dell and Apple manufacturer defective parts on computer systems under warranty.
- Hard drive replacement includes: reloading original, factory-installed operating system, installation of JMU supported applications such as anti-virus, and attempted recovery of data files.
- Facilitating repairs that are required to be performed by the manufacturer.
- Batteries are covered under warranty for the first year of ownership regardless of the type of warranty. This applies to both Apple and Dell laptops.

SERVICE DOES NOT COVER

- Student-owned printers, scanners, or other optional peripheral devices. Students may contact an external vendor for these services.

SERVICE TURNAROUND EXPECTATIONS**

- Information Technology strives to complete warranty repairs in two business days.
- If the student does not have a current backup and requests attempted data backup and/or recovery, or if reinstallation of the OS is required, service may take 2-3 additional business days.

STUDENT RESPONSIBILITY***

- Creating copies of data files (class work/homework, photos, music, etc.) on CDs, USB key drives, or other media.
- Providing the computer's service tag number (Dell) or serial number (Apple) for warranty verification.
- Removing, disabling or providing system passwords, so our technicians can service your unit.
- Reinstallation of Microsoft Office after a hard drive replacement or OS re-install.
- Contacting the Computing HelpDesk at (540)568-3555 or e-mailing helpdesk@jmu.edu for problem determination and authorization to drop off computer for service.

**On systems with Dell's CompleteCare service plan, we will facilitate the replacement of computers damaged beyond repair.*

***Many variables can influence turnaround time such as high-volume periods (the start of a semester), diagnostic time, and parts availability.*

****On Apple extended warranty purchases, students must register the extended warranty included in the "AppleCare Protection Kit" during the initial year of warranty. The extended warranty **DOES NOT** automatically go into effect and may take a week or more to process with proof of purchase before service can be provided. **Apple does not offer accidental damage coverage.***

www.jmu.edu/computing/quick/student.shtml



INTERNET SECURITY

Connecting your computer to the internet means exposure to viruses, worms, spyware and criminals.

GUARANTEED!

PROTECTION

DO protect your internet privileges!

DO protect your privacy!

DO protect your computer!

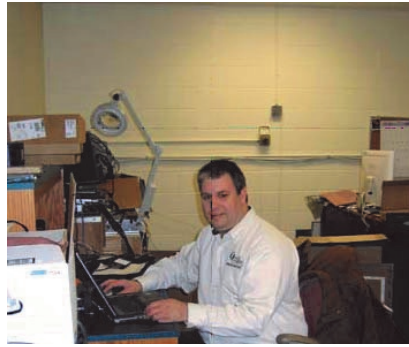
STARTSAFE BEFORE INTERNET!

Immunize your computer by following the JMU StartSafe procedures

JMU Information Technology Student-Owned Computer Support Services

COMPUTER SOFTWARE SUPPORT

This service provides telephone and e-mail support for JMU's recommended software



SERVICE COVERS

- Telephone and e-mail support for JMU's recommended software: www.jmu.edu/computing/quick/student.shtml

SERVICE TURNAROUND EXPECTATIONS

Information Technology assists in resolving software issues:

- Over the telephone
- Through e-mail (two business day response).

STUDENT RESPONSIBILITY

- Installing anti-virus and anti-spyware software offered by JMU.
- Updating and patching of Windows and Macintosh operating system and application software.
- Creating copies of data files (class work/homework, photos, music, etc.) on CDs/DVDs, USB key drives, external hard drive, or other media.
- Contacting the Computing HelpDesk at (540)568-3555 or e-mailing helpdesk@jmu.edu to request this service.

NETWORK/INTERNET CONNECTIVITY IN THE RESIDENCE HALLS (CampusNet)

This service provides wired JMU network and internet connectivity to students living in the residence halls.

SERVICE COVERS

- Telephone and on-site support of wired network connectivity issues including port/jack, virus, spyware, and security-related issues that prevent connectivity.

SERVICE DOES NOT COVER

- Support of gaming devices (Xbox, Playstation, etc).

SERVICE TURNAROUND EXPECTATIONS

- Information Technology strives to complete service within three business days. Many variables can influence turnaround time such as high-volume periods (the start of a semester) and diagnostic time.

STUDENT RESPONSIBILITY

- No installation of personal wireless routers and hubs due to the high probability of interference and security issues.
- Contact the Computing HelpDesk at (540)568-3555 or e-mail helpdesk@jmu.edu for problem determination, to request on-site support, or for authorization to drop off computer for service.

WIRELESS SUPPORT SERVICE COVERS

- Telephone support for connectivity through JMU's on-campus wireless access points.

SERVICE TURNAROUND EXPECTATIONS

- Information Technology strives to complete service within three business days. Many variables can influence turnaround time such as high-volume periods (the start of a semester) and diagnostic time.

STUDENT RESPONSIBILITY

- Computers must meet the minimum JMU hardware and software requirements: www.jmu.edu/computing/quick/student.shtml
- Contact the Computing HelpDesk at (540) 568-3555 or e-mail helpdesk@jmu.edu for problem determination and authorization to drop-off computer for service.