



JMU INFORMATION TECHNOLOGY

SUPPORT SERVICES

FOR PERSONALLY-OWNED COMPUTERS

Eligibility: JMU students, faculty and staff, emeritus faculty and staff

Owner Responsibilities:

It is the responsibility of the computer owner to perform the following day-to-day administrative actions to maintain their computer:

- maintain up-to-date virus protection – available free to all JMU students, faculty, and staff
- ensure operating system and application updates are applied
- keep all software and licensing information available while at JMU
- take steps to avoid unsafe computing (more information available at www.jmu.edu/computing/security)
- perform frequent back-ups or copies of critical data

Note: OneDrive online storage is available to students while enrolled at JMU via their Dukes email account

Service	Support
Hardware Repair	<p>Information Technology is partnering with the Madison CyberZone’s Service Center at the JMU Bookstore to offer hardware repair services for personally-owned computers.</p> <p>In-Warranty Repairs:</p> <ul style="list-style-type: none"> • Available for Dell and Apple computer repairs that are covered under the manufacturer’s warranty • Computers must be dropped off at the IT Help Desk in the Student Success Center for initial evaluation (the Help Desk has a limited number of loaner computers available) • Repairs typically cover the testing, diagnosing and repairing/replacing of Dell and Apple manufacturer defective parts • If a hard drive replacement is required, the operating system and anti-virus/anti-malware software (Symantec Endpoint Protection) will be re-installed <p>Out-of-Warranty Repairs:</p> <ul style="list-style-type: none"> • Available for personally-owned computers at reasonable upfront pricing • Computers must be dropped off and picked up from the Madison CyberZone Service Center • Out-of-warranty hardware repair is dependent on availability of replacement parts • Apple repairs due to accidental damage are subject to Apple’s tier repair pricing <p>Note: See www.madisoncyberzone.com/servicecenter.shtml for a complete list of services.</p> <p>Turnaround Expectations: Repair time varies based on repair volume, complexity and parts availability. Most repairs are completed within a week.</p>



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JMU Recommended Software	<p>Covers:</p> <ul style="list-style-type: none"> • Installation guidance • Evaluation of technical issues, which may be referred to an outside vendor <p>Does Not Cover:</p> <ul style="list-style-type: none"> • Installing or upgrading operating system or application software • Removing malware or viruses • Recovering data • Assisting with unsupported, third-party software <p>Note: The Madison CyberZone’s Service Center at the JMU Bookstore offers select non-warranty software services at reasonable upfront pricing. See www.madisoncyberzone.com/servicecenter.shtml for a complete list of services.</p>
JMU Official Wireless Network	<p>Covers:</p> <ul style="list-style-type: none"> • Verification of configuration settings for connecting to the JMU Official Wireless network http://www.jmu.edu/computing/wireless • Evaluation of technical issues, which may be referred to an outside vendor
Wireless in the Residence Halls	<p>Covers:</p> <ul style="list-style-type: none"> • Apogee provides wired and wireless internet service and support in residence halls. Students may call Apogee support at (855) 410-7377; email support@myresnet.com; text ResNet to 84700; Chat live at www.MyResNet.com

To request service or report problems or issues:

Contact the IT Help Desk:

Phone: 540-568-3555

Email: helpdesk@jmu.edu

Online form: <https://remedy.jmu.edu/CompIssue.asp>

Visit: 4th floor of the Student Success Center