



2012

### CONTACT THE COMPUTING HELPDESK

(540) 568-3555

helpdesk@jmu.edu

if you have questions about these services

### 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 Support Services for Student-Owned Computers

[www.jmu.edu/computing/quick/student.shtml](http://www.jmu.edu/computing/quick/student.shtml)

## HARDWARE WARRANTY REPAIR FOR PERSONALLY-OWNED DELL AND APPLE COMPUTERS

Information Technology will perform hardware repair service on your personally-owned Dell or Apple computer if the following criteria are met:

- You are currently enrolled at JMU
- The computer is covered under the manufacturer's warranty

### SERVICE COVERS

- Testing, diagnosing and repairing/replacing Dell and Apple manufacturer defective parts on computers under warranty
- Updating BIOS
- Reloading the operating system and installing of anti-virus and anti-spyware software, if a hard drive replacement is required
- Repairing Dell computers that have been accidentally damaged as covered under the provisions of Dell's Complete Care warranty

### SERVICE DOES NOT COVER

- Repairing personally-owned printers, scanners, or other peripheral devices
- Reinstalling application software
- Recovering data in the event of a hard drive failure. Customers may contact an external vendor for this service
- Replacing Dell laptop batteries past the first year of ownership unless the customer has purchased a separate extended battery warranty from Dell
- Replacing Apple laptop batteries past the first year of ownership unless the battery fails the Apple Notebook Battery Diagnostic test and the system is still under warranty
- Repairing Apple computers that have been accidentally damaged. Apple's warranty does not cover accidental damage

### STUDENT RESPONSIBILITY

- Creating copies of data files (class work/homework, photos, music, etc.) *Note: students have SkyDrive online storage available via your JMU Live@edu account*
- Providing the computer's service tag (Dell) or serial number (Apple) for warranty verification
- Removing, disabling or providing the computer password so our technicians can service your computer
- Reinstalling application software after a hard drive replacement or operating system installation
- Contacting the JMU Computing HelpDesk at (540) 568-3555 for problem determination and authorization to drop off your computer for repair

### SERVICE TURNAROUND EXPECTATIONS

- Information Technology strives to complete warranty repairs in two business days. Many variables can influence turnaround time such as high-volume periods (the start of a semester), diagnostic time, and parts availability
- If you do not have a current backup and request an attempted data backup and/or recovery, or if reinstallation of the operating system is required, service may take approximately three additional business days



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## JMU OFFICIAL WIRELESS SUPPORT

### SERVICE COVERS

- Support for JMU Official Wireless network connectivity on compatible personally-owned computers and mobile devices

### STUDENT RESPONSIBILITY

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

### 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

## COMPUTER SOFTWARE SUPPORT

### SERVICE COVERS

- Telephone and e-mail support for JMU's recommended software

### STUDENT RESPONSIBILITY

- Installing anti-virus and anti-spyware software offered by JMU
- Updating and patching of Windows and Apple operating system and application software
- Creating copies of data files (class work/homework, photos, music, etc.)  
*Note: students have SkyDrive online storage available via your JMU Live@edu account*
- Contacting the Computing HelpDesk at (540) 568-3555 or e-mailing [helpdesk@jmu.edu](mailto:helpdesk@jmu.edu) to request this service

### SERVICE TURNAROUND EXPECTATIONS

- Information Technology attempts to resolve these issues over the phone or through e-mail within two business days
- Problems beyond our ability to diagnose and resolve through these methods will be referred to an external vendor

## NETWORK/INTERNET CONNECTIVITY IN THE RESIDENCE HALLS (CampusNet)

The CampusNet service provides support for the wired and JMU Official Wireless networks to students living in JMU residence halls

### SERVICE COVERS

- Support via telephone or on-site in the residence halls, and/or authorization to drop off a computer for resolution of network connectivity issues. Service covers support for problems preventing computer connectivity to the network/Internet in a residence hall caused by network, port/jack, virus, spyware, security-related, or other issues.

### SERVICE DOES NOT COVER

- Backing up of personal files
- Installing application software
- Using personal wireless routers or hubs (not permitted in residence halls)
- Using gaming devices (Xbox, PlayStation, etc.)

### STUDENT RESPONSIBILITY

- Providing a contact phone number when calling for assistance
- Removing, disabling or providing the computer password so our technicians can service your computer
- Providing a power adapter for non-Dell laptops
- Creating copies of data files (class work/homework, photos, music, etc) *Note: students have SkyDrive online storage available via your JMU Live@edu account*
- Checking JMU e-mail frequently for responses from technicians (computer labs are available to check e-mail)
- Contacting the Computing HelpDesk at (540) 568-3555 or e-mailing [helpdesk@jmu.edu](mailto:helpdesk@jmu.edu) for problem determination, to request on-site support, or for authorization to drop off computer for service

### SERVICE TURNAROUND EXPECTATIONS

- Information Technology strives to complete service within three business days. Many variables can influence turnaround time, such as high-volume periods at the start of a semester and diagnostic time. If hardware warranty repair is also required, service may take approximately two additional business days.

