

ITS Student Computer Service Agreement

Services

Laurel Ridge Information Technology Services agrees to provide basic computer services for student computer systems. These specific services are provided to ensure that the student can access the Laurel Ridge wireless network and utilize educational resources provided by the college.

The following services will be provided to the students at the college or over the phone:

- Troubleshooting issues with Multifactor Authentication and installing MFA apps (Rapid Identity and Microsoft Authenticator)
- Training on how to create a reservation for the Virtual Computing Library (VCL), including installing RDP for devices that require it from their respective app stores
- Installing certain browsers (Chrome, Firefox)
- Assistance with installing or uninstalling certain college-provided apps (Lockdown Browser, Exemplify, Office 365)
- Operating System updates using Windows Update and MacOS software update
- Browser updates (Chrome, Firefox, Safari, Edge)
- Clearing of Browser Cache
- Troubleshooting Wi-Fi connection issues with Laurel Ridge networks (Windows, Macs, iOS, and Android devices)
- Adding or removing student email on phones (iOS and Android devices using the default email app or the Gmail or Outlook app)

The following services will NOT be provided to the student:

- No loaner computers will be provided to students by Information Technology Services. Students will be directed to the library loaner program
- No data recovery services will be provided
- No virus or spyware cleaning services are provided
- No software installation or troubleshooting services are provided outside what has been listed
- No in-home support
- No hardware repair services will be provided (see alternative providers below) • Advice on purchasing new hardware or software

Student Responsibilities

The student is responsible for performing the following actions to prevent system damage and facilitate support. Failure to do so may lead to computer problems, loss of network connectivity, a decreased level of support, and loss of important documents.

Students should:

- Maintain up-to-date virus protection
- Perform frequent updates to operating system (ex. using Windows Update)
- Perform frequent back-ups of critical data
- Maintain password security
- Take steps to avoid unsafe computing
- Keep all software and licensing information accessible while at Laurel Ridge

Students retain full control of, and responsibility for, administration of their systems, including data stored on their systems. This includes the installation and frequent update of anti-virus software, as well as necessary security updates provided by the operating system's manufacturer.

If Laurel Ridge network engineers determine that the network traffic coming from a student's computer is harmful to the network, the student's computer will be placed in a restricted network.

Confidentiality

Laurel Ridge Information Technology Services agrees to keep confidential any data stored on Student's System and to not disclose such data to any third parties.

Limitation of Liability

Laurel Ridge Information Technology Services is not responsible for any loss of data or damage to the device that occurs during the support process. The student is responsible for backing up any important data prior to support.