1. **Introduction**

Increasing numbers of users are bringing their own devices (BYOD), which they expect to connect to the University network to make full use of its facilities.

Recognising this, the University has now installed a campus wide wireless access system (eduroam) and developed a print system allowing users to print from their own devices to the University provided printing facilities.

The computing skills and knowledge possessed by users varies widely as does the capability and manufacture of the computing technology they possess. It is therefore vital that the University is able to offer support to users in allowing their computing equipment to interface with the University’s wireless network and make the most of the facilities on offer.

This document defines the scope and limitations of the support IS staff will provide for personal devices, the service should be promoted as a value added service: there is no intention to raise charges for the service described.

2. **The Service**

The service will be available from the IS Helpdesk and calls will be prioritised on a chronological (first come first served) basis.

On any occasion that a user requests support from the service they must sign a disclaimer (see Appendix 1).

3. **Mobile Devices**

The following page contains documentation on how to setup mobile devices to access University email, University wireless network, and VPN (Virtual Private Network)

https://www.strath.ac.uk/professionalservices/is/help/indepth/mobile/

4. **Definition of Activities that will be Carried Out on Laptop/MAC Notebook**

The scope and level of the service offered needs to be limited to straight forward activities enabling users to access University facilities as part of their studies. Given the potential complexity of PC problems, it will be very easy for large amounts of time to be spent trying to resolve problems.

Support will be given to software used by the University of Strathclyde in its teaching syllabus.
The following will form the core of the support:

4.1 Connectivity check
- Check of network adaptor hardware and software drivers to enable connection to the University networks
- Check of wireless adaptor hardware and software drivers to enable connection to the University networks
- Check that the device can connect to the print queues and correctly debit print quota
- Check that up-to-date anti-virus software is installed and correctly configured
- Check that internet access works correctly

4.2 Health check
- Installation of a reputable antivirus programme
- Removal of unnecessary temp files
- Configure system for internet usage
- Configure system for Wifi access
- Remove any malicious programmes installed on system
- Direct the user to materials that may help them to prevent future problems

4.3 Virus management
- Install and run a reputable antivirus software programme
- Scan and remove system viruses and trojans
- Install and update current service packs and security patches
- Configure system for automatic updates for operating system and antivirus programme
- Enable popup blocker
- Remove system of all unnecessary Temp internet files and cookies
- Educate user how to prevent future problems

4.4 Recovery of Data Files
- Attempt to retrieve data files from HDD and memory keys

5. Terms and Conditions

There will be no charge for this service, however:

- To ensure that the service is provided equitably, customers will normally be limited to two uses of the service per semester, and expected to take corrective action as advised by IS staff to prevent a recurrence of problems.
- If any device does not have a genuine licensed copy of software installed, the device will not be supported
- IS staff will not install personal software
- IS staff will not repair any hardware issues
- Devices and chargers must be clean and in good working order
- IS Staff will only work on a device owned by a student/staff member of the University
- Users must change their password upon receipt of their device after disclosing password to University staff.
6. Useful tools and information

IS Security Page  
https://www.strath.ac.uk/staff/policies/informationsecurity/
Free MacAfee Anti-virus Software  
https://www.strath.ac.uk/professionalservices/is/software/
Free Ad-Aware Anti-virus Software  
http://www.lavasoft.com/products/ad_aware_free.php
Free Spybot Search and Destroy  
https://www.safer-networking.org
MBAM  
https://www.malwarebytes.org/

7. Appendix 1 – Student Disclaimer

Before a request for support will be accepted by Helpdesk, the student will be advised to undertake the following actions:

- To ensure that they have a copy of the Operating System (Recovery Media – information will be located on Supplier’s webpage).
- To ensure that all data from device has been copied onto another media.
- IS Staff will only work on a device owned by a student/staff member of the University.

It is the USER’S SOLE RESPONSIBILITY to re-install Operating system if corruption occurs whilst IS staff are undertaking software problem determination on device.

IS WILL NOT BE HELD RESPONSIBLE for any lost data or for any corruption to the Operating System during software investigation on device.

An inspection on the body of the device will be undertaken during request process for any physical damage.

A Disclaimer detailing above has to be completed and signed by the student before any problem determination is undertaken.
Disclaimer

It is the USER'S SOLE RESPONSIBILITY to ensure that all data from laptop has been copied onto another media. Information Services WILL NOT BE HELD RESPONSIBLE for any data that is lost during the hardware or software repair or on laptop and if repaired will take laptop back to factory settings.

Personal Laptop

It is the USER'S SOLE RESPONSIBILITY to ensure that they have a copy of the Operating System (Recovery Media - information will be located on Supplier's webpage). It is the USER'S SOLE RESPONSIBILITY to ensure that all data from laptop has been copied onto another media.

Personal Laptop is the USER'S SOLE RESPONSIBILITY to reinstall Operating system if corruption occurs whilst IT Services are undertaking software problem determination on laptop.

Information Services WILL NOT BE HELD RESPONSIBLE for any lost data or for any corruption to the Operating System during software investigation on laptop.

IS Staff will only work on a device owned by a student/staff member of the University

Information Services and User have checked the body of this laptop for any physical damage.

No Physical Damage [ ]
Physical Damage [ ] * Please detail on diagrams below.
Reg.No:
Signature:
Date: