

Western University Student Service Level Agreement

Hours of Support and Availability

TechSupport is located in the **HEC** building, room **1031**

Hours of Operation:

Laptop Support: **Monday – Friday 8:00am - 5:00pm**

Phone Support: **Monday – Friday 7:30am - 5:30pm**

Friday 9am – 10am - closed for department meeting

Support requests can be submitted to TechSupport through the following methods:

Phone: **(909) 469-5432** On Campus: **5432**

E-mail: techsupport@westernu.edu

Drop-off procedure:

IMPORTANT: Antivirus software must be installed with current updates before we will work on a laptop. For-pick up and drop-off, you must have a valid Western University ID card (if you need assistance installing antivirus software please contact TechSupport)

- Bring your laptop with **power supply** to the HEC building, room 1031.
- Fill out service request form with user information, contact number, and detailed problem description.
- All service requests will be handled on a first come, first serve basis.
- If someone other than the owner of the laptop will be picking it up at time of completion, we must have the name of the individual that will be picking up the laptop at time of drop off or it will not be released.
- When laptop is dropped off, a technician will give an estimate on when it should be ready for pickup. Depending on volume of laptops or time of day, requests can take longer than projected. **(Please remember that we require a minimum of 2 business hours and a functional power supply on all laptops being dropped off for support. Virus removal can take 24 – 48 hours to complete.)**

Note: TechSupport is **NOT** responsible for any **DATA LOSS**. Make sure you have a current backup of all important data before dropping off laptop. You are required to have current virus protection and the latest security updates.

TechSupport will support:

- Virus/Spyware detection and removal up to two times per year (need to be minimum of three months apart)
- Install antivirus software
- Trouble-shoot and install university supported software (only with a valid licensed copy and serial code)

- Campus Printer installs
- Email/Blackboard password resets
- Email configuration and trouble shooting
- Internet connectivity problems (wired and wireless)
- General system problems and repair – Analyze problems and attempt solutions that will not void manufacturers/vender warranty

Note: IT will attempt to support non-university software and Operating Systems based on time constraints, and will handle them on a best effort basis.

Supported Software and Operating Systems:

- Microsoft Windows XP, Vista, Windows 7
- Microsoft Office Products (Word, Excel, PowerPoint, etc.)
- Outlook Express/Windows Mail
- Internet Explorer 7 and up
- Norton Antivirus/Microsoft Security Essentials
- Blackboard and Banweb

TechSupport will not support:

- Operating System reinstalls or upgrades
- Operating System failures or blue screens
- Data recovery or backup
- Installation of licensed software without a valid licensed copy and serial code
- Non-University supported software
- Hardware failure or repair
- Hardware installs or peripherals (ex. memory, USB drives, cameras, etc.)
- Desktops computers (laptops only)
- Personal Printers
- Smart phones/Iphone/PDA setup (we do offer documentation)

Laptop Hardware Requirements

- Please see Western University website for more information
www.westernu.edu/computing/students.xml

Suggested Maintenance Tasks

- Make sure antivirus software is current and updating virus definitions
- Install Anti-Spyware software and run regular scans and updates
- Run windows updates on a regular basis to insure a secure and stable system
- Backup