



# Law School Faculty/Staff Laptop Install and Service Policy

## Preparation and Software Install

Laptop image (system software and applications) will be installed by Law IT after the laptop arrives. It will take approximately 1-2 weeks. Standard CSU licensed software will be installed, including Microsoft Windows, Microsoft Office, Adobe Acrobat, Mozilla Firefox, and Google Chrome.

## Cables and Accessories

The laptop will come with a factory issued power adapter and all necessary ports to connect to equipment in the office and classrooms. If you forget your laptop, charger, or accessories, we might not be able to provide you with loaner parts or equipment.

Other accessories such as a docking station, an external monitor, a keyboard, and a mouse are not included as a part of the laptop's accessories. These will only accompany a new laptop if there has been prior authorization to purchase them.

## Printer Install

On-campus printers will be connected upon request. The laptop must be connected to the SECURE Wi-Fi network on campus (SSID: *CSUWireless*) to print. If you are having trouble printing after installation, please ensure you are using the secure network before submitting a repair ticket.

## Data Transfer and One Drive

If you have existing data, it will be copied to your laptop. You can upload your data to your OneDrive under your Office 365 account provided by CSU. It is the user's responsibility to clean up the data before the data transfer if the storage size limit is reached.

## Software Licensing and Activation

We can install custom software if it is purchased under CSU's license. Software licensed under personal purchase or from a non-CSU source should not be installed on CSU-owned equipment. Due to security and legal reasons, unlicensed software will be uninstalled immediately, and its data will be purged.

Some standard CSU-licensed software requires on-campus activation every so often. The laptop is required to be on campus or connected to the CSU VPN network to reactivate your Windows or Microsoft Office license every three to four months.

## Usage and Security

The equipment is for CSU work purposes only. Loaning the laptop to family members or third parties is not allowed. You are responsible for keeping all equipment in good working condition and are responsible for any theft or damage to the laptop while it is in your possession.

Sensitive information should be protected. Passwords should be used for sensitive documents. All Microsoft Office apps offer this feature. If dealing with sensitive data is part of your job responsibility, please get approval from the Dean's office prior to getting a laptop and taking it off campus.

## Off-Campus Environment and Third-Party Hardware

While using the laptop in an off-campus environment, such as at home or in a hotel, Law IT is unable to render support for services provided in those environments. Please contact the provider of the service, such as your home ISP (Internet Service Provider) or technology resources at the location for help.

If you want to use non-CSU-owned hardware devices, such as a home printer or a mobile device, please contact the manufacturer of the device for support.

## Data Backup and Recovery

No system-wide backup will be provided if you opt to use a laptop as your primary computer. Due to the mobility of the laptop computer, you will be responsible for your own data backup. You are also responsible for providing your own backup hardware if you want to perform back up of your data. You are encouraged to utilize your OneDrive account to store all your work-related data. **We will not be able to recover your data if it's lost.**

## Warranty Repair and Loaner Laptop

While the laptop is under warranty (standard 3-4 years from the date of purchase), it can be repaired by the manufacturer via shipping. We can provide a loaner laptop while your laptop is being repaired if one is available. However, the loaner laptop is likely to be an older/less-efficient computer. Data transfer from your laptop to the loaner laptop is not possible. Warranty periods may not extend to accessories.

During repair, there is a strong possibility that the data on the laptop will be erased. It is strongly recommended to back up your data before you hand over the laptop for shipping. The warranty repair is only for hardware issues. No data recovery is possible during the repair process.

We will not be able to estimate the length of repair as we do not have control over it. Common repair time is at least 4 to 6 weeks and repairs may take as long as a few months.

Repairs or replacements after the expiration of the warranty require pre-approval from the Dean's Office.

## Return of Laptops

Laptops and all accessories must be returned before separation from the university. Users will be solely responsible for saving any information they wish to keep before returning the computer. Separation clearance documents will not be signed until all items are received.

## Service Hours

All laptop related services will be provided during the regular IT service hours. All services will be provided on Law School campus.

## Signature

By signing this document, you certify that you have read the *Law School Faculty/Staff Laptop Install and Service Policy* and agree to be bound by these conditions of use.

Signature: X Date: \_\_\_\_\_

This policy has been reviewed and approved by the Dean's Office of Cleveland-Marshall College of Law. For questions and comments, please contact the Information Technology department at [information.technology@law.csuohio.edu](mailto:information.technology@law.csuohio.edu) or call 216-523-7555