


PROCEDURE MANUAL

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Section:	Technology	Subject:	Support for Personal Equipment

PURPOSE

The purpose is to outline the procedure Arizona Western College's (AWC) Information Technology Services & Support (ITSS) takes in support of personal devices.

SCOPE

This procedure applies to all users of AWC technology assets including employees, students, volunteers and contractors.

PROCEDURE

1. Definition

Personal devices are defined as systems (PC, MAC, phone, tablet, etc.) that are owned by a college employee and/or student for the purpose of this procedure are considered their personal property.

2. General

2.1 ITSS does not maintain, support, or perform maintenance on personal devices. Please contact the manufacturer of your system or the store where you purchased your unit for support.

2.2 As a general guideline, ITSS does not distribute license keys for software.

3. Software

3.1 ITSS can provide licensed software to an employee or student for use on their personal devices where licensing for such use is consistent with the vendor's licensing policy.

3.2 Where possible, the software will be self-contained, in most cases downloaded directly from the vendor using AWC user (employee or student) credentials to access. Instructions on how to access can be made available.

3.3 ITSS does not help with the installation or troubleshooting of software installed on personal devices. Software issues or configuration questions should be referred to the software manufacturer or to the maker of the device.

3.4 Any software given to an employee is for personal use ONLY on their system only and not for redistribution on any other systems in any form.

3.5 Any redistribution of software constitutes a breach of the College's license agreements and must be reported to ITSS immediately.

3.6 If your AWC affiliation ends (as student or employee), licensed software will cease to operate once your accounts are deactivated.

4. Network Connectivity

4.1 ITSS cannot assist in the configuration of connecting personal devices to our wireless network or assist in troubleshooting issues with personal devices

4.2 ITSS will not authorize connections to the AWC network through VPN services from personal devices.