2014-2015
New Student Orientation

University Technology Services
User Support Services
What is UTS?

• University Technology Services is often referred to as UTS.

• UTS is the place to go to when you are having technical difficulties with your laptop, iPad, internet connection, or campus phone.

• UTS will repair your university issued laptop or iPad, get you connected to the Internet, and take care of optional university issued phones.
Location

• University Technology Services is located west of Campus Security and south of Saint Edwards.
Hours of Operation

- Monday-Thursday 7:30am-6pm
- Friday 7:30am-5pm

- We offer support by phone: 352-588-8888, email, or by submitting a work ticket through helpdesk.saintleo.edu
What happens if I don’t need a Laptop?

- If you already have a laptop, and feel that you do not need one from the university, you are able to decline our offer.

- First time in college (FTIC) students who have a laptop can participate in our iPad program.
Res Hall Connectivity

• There are two ways to connect to the Internet with your laptop.
  
  • Using an Ethernet cable
  
  • The Wireless network SLUNET

  – If you have any questions about obtaining a Ethernet cable, contact UTS.
Taking Care of your Laptop

• Back up your data!

• It is VERY important that you back up your data/music/pictures/documents etc. Hard drives malfunction for a variety of reasons… though rare, it does happen. Additionally some viruses can cause data loss.

• There are also online cloud based methods such as Skydrive which are free for student use and provide a place to securely and permanently backup data.
Backing up your Data

• You **MUST** backup your data **PRIOR** to coming into UTS for the technicians to repair your laptop.

• We are not responsible for your data.
Backing up your Data

• You are able to back up data by using
  • Flash Based Media
  • External Hard Drives.
  • Cloud storage
  • DVD’s
Virus Scanning

• Virus Scanning
  • Your laptop will be equipped with a built-in antivirus. It is important you update your database and run a virus scan often to prevent a possible virus problem.
  
  • It is your responsibility to run this scan!
  
  • If you are unfamiliar with the antivirus program, ask a technician to show you how to run the program.
Illegal Downloading

• Peer to peer downloading effects the performance of the network which in turn affects your internet speed.

• Illegal music/video/program downloads via peer to peer, which includes programs such as, but not limited to, uTorrent, Ares, and Vuze can cause serious problems in the long run.
  – Fines through the RIAA ranging from $750 to $30,000 per song can be leveled upon the downloader.
  – Companies such as Adobe actively seek individuals who illegally download their programs and bring them to court.

• Violates Core Values of Excellence and Integrity
Device Agreement

When you received your device (laptop or iPad), you accepted the terms of the device agreement between both you and the university. This agreement states what is to be expected of a user of the issued device including but not limited to:

- Terms of returning or keeping the device
- Fees associated with returning the device
- Damages/repairs
- Process of owning the device
Device Agreement

• Keep in mind that your device is **YOUR** responsibility…it is not your room-mates, neighbors, peers, or professors’ responsibility…

• Keep your room doors locked to prevent theft as well!

• Your laptop is valued at $1200.00 and the iPad is valued at $700.00, you may want to check with your insurance agency on whether or not they offer coverage. If not, there are other agencies that offer coverage.

• If your parents’ insurance does not cover your device, or you want to look into something else, check out [Http://www.nssinc.com/](http://www.nssinc.com/) - National Student Services, Inc. is a premier student personal property insurance provider within the U.S. You can visit the above link for more information.
Student Abuse is **NOT** Covered by the Warranty!!!

Your account will be charged for the cost of the repair or replacement
Device Return

• It is **part of your device agreement** that you return your device to UTS if you should happen to transfer from Saint Leo University, decide to become a part time student, **OR** you move off campus.

• You will have only THREE days after leaving residential status to turn your device in.
Device Return

• If you neglect to turn your device in within three days… **you will be billed**…
  • After three days you will be billed a nonrefundable late charge of $250.00.
  • After two weeks from the three day grace period you will be charged for the FULL value of the laptop which is $1200.00 or the FULL value of the iPad which is $700.00
Device Return

• After you have completed four years as a full-time residential student, you are able to keep your device (laptop or iPad)!

• If you make a decision to no longer be a full-time residential student but wish to keep your device, you can pay off the value amount left on the unit. *(IE: after one year of attending SLU, you wish to leave the full time residency and purchase your laptop you will be billed for \( \frac{3}{4} \) of $1200.00)*
Email Information

• You should have been assigned an email address already. This email, should look similar to Firstname.Lastname@email.saintleo.edu. This is the email you will be using for the duration of your stay at the University.

Email is the official form of communication
Do not ignore your email!
Important Information

• If you are having an issue with anything in particular, you can also refer to our UTS solutions resource found through
  – [https://helpdesk.saintleo.edu](https://helpdesk.saintleo.edu)
    • Log in with your portal credentials
  – Click on solutions
  – Search for the solution

• For more information, please see the Student Technical Support page at [http://www.saintleo.edu/studenttechsupport](http://www.saintleo.edu/studenttechsupport)
Questions?