

## Drop-In computing user agreement

UIT will work with students to get computers connected to the campus network. We use a web based system, TrustWave to protect our network from viruses and worms. TrustWave will not let you on the campus network if you do not have an updated antivirus product or Java installed.

These two steps will normally allow your computer to pass onto the campus network. If it does not, it generally means that one or more of the following are causing the problem:

1. Spyware infestation
2. Third-party software like AOL, Kazaa, Limewire etc.
3. Corrupt or illegal Windows installation
4. Hardware problem

If you bring your computer to the helpdesk, UIT will attempt to address some of these problems, but we cannot solve all of them. If you bring your computer to the helpdesk for us to work on, we may do any of the following:

1. Uninstall personal virus/security software – Norton, McAfee etc.
2. Uninstall personal Internet software – AOL, Netzero, Skype etc.
3. Uninstall other software that may cause spyware problems like file-sharing programs, torrent software etc.
4. Install spyware scanning software
5. Install virus detection software
6. Remove objectionable or problematic themes, wallpapers and screensavers

In some cases, attempts to address these problems may cause corruption of the Windows operating system. If that is the case, the student will be responsible for addressing it. UIT is not responsible for any software or hardware corruption these steps may cause. Often, the only solution in serious spyware infestations is to format and reinstall all software. UIT will NOT perform this task for any student. We recommend that any important files and software be backed up before bringing the computer to the helpdesk.

I understand and agree to all of the above.

Name (Printed)

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Date

Signature

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