HELP DESK RULES
The law School Help Desk will provide assistance and troubleshooting
Only on supported computer models.

- **Supported Laptops for 2016-2017**
  - Apple
    - MacBook Pro 13 " retina display, MacBook Air 13 " retina display
  - IBM (Lenovo)
    - ThinkPad T460, T460s, T560, T450s, E460, E560, X1 Carbon 4G, Yoga 260, X1 Yoga, Yoga 460

- **Backup**
  - The Help Desk STRONGLY RECOMMENDS that you perform REGULAR backups of your important data. We may request that you perform a backup prior to any service being performed.

- **10 Minute Rule**
  - For any walk-up student, the Help Desk will attempt to troubleshoot, diagnose, and repair your computer for 10 minutes. At that time we will assess other needs and if time is available, the Help Desk will continue working on your computer, otherwise we will ask that you set up an appointment to return.
  - For students who do not have laptops supported by the law school, the allotted 10 minutes is a courtesy service provided at the discretion of the consultants. If we are not able to troubleshoot, diagnose or repair your computer within 10 minutes, we will give your computer back to you. At this point you will be on your own.

- **Imaging**
  - If a problem appears that it will take a long time to fix, the Help Desk may suggest that your computer be "imaged." Please see below for more information about imaging.
  - On some occasions, the problem may not be immediately identified. This can occur for several reasons including viruses, spyware, data corruption, software conflicts, or hardware problems. In these cases we may recommend or even require that your computer undergo a process called "imaging." Imaging uses a prepared image and puts it onto your computer. Everything that used to be on it is deleted and the computer returns to a "fresh from the factory" condition. **When your computer is imaged by the Help Desk, all personal data (papers, music, photos, notes, etc.) is lost, and must be restored from a backup.** Imaging your computer will get it up and running again much faster because it usually only takes 30-45 minutes to image, while it may take several hours or even days to determine the exact cause of
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- a problem and fix it. Before your computer can be imaged you will need to have a backup of all of your data—if you don't then all of your data will be lost.

  o The Help Desk maintains images of all currently supported laptops. Each image contains Windows (XP Pro or Vista Business), manufacturer software (Think Vantage etc.) and the standard Law School software. It does NOT include Microsoft Office. You will need to make sure that you retain your Office CDs when you purchase the program. so you can reinstall Office if necessary.

  o The Help Desk can help you re-install any programs if you need, but you will need to provide the installation disc(s) and a valid license key.

- Hardware support

  o The Help Desk can troubleshoot and diagnose hardware problems, however we do not service any hardware. If hardware service is required, the Help Desk will default to the manufacturer's warranty. The Help Desk can aid you in contacting the appropriate person, and provide a location for the warranty service to take place during posted office hours.

- Warranty Service

  o Each manufacturer has excellent service plans for its users. If service is needed, the manufacturer should be contacted by phone. We can provide you with the appropriate number to call, but you must make the call. We will give you some information that you can pass on to the phone technician to help expedite the service. The phone technician will determine the appropriate course of action and will ship a part or schedule a time to repair your computer. If needed you can leave your computer at the Help Desk for the technician to repair here.

  o We have negotiated special support options for students with approved laptops. Please let the Help Desk know if you spend more than 30 minutes on the phone with the technician or if the technician is not a native English speaker, so that we can provide feedback to the manufacturer.

  o Both IBM/Lenovo and Dell have what are considered "User replaceable parts." In the case of IBM/Lenovo, you will be asked if you would like a technician to install the part; however Dell does not provide this option. We recommend
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that you have the technician do as much as possible. If you are not comfortable replacing parts, you may bring them to the HelpDesk.

- **Upgrades and Replacement Parts**
  
  - The Help Desk can help you install a memory upgrade or other user - replaceable parts. However please be aware that none of the Help Desk staff hold any industry certifications, but are competent in computer repair. We will perform installations at your request, but the Help Desk takes no responsibility or liability for any damage to the computer. This includes physical damage, or any detriment to functionality of any part of the computer, independent of the part installed.

- **Network Connectivity**
  
  - The Help Desk can help you connect to the network and configure your computer to connect correctly. Some network issues must be resolved by BYU OIT, but we can direct you to them if we are unable to help you.

- **Printing**
  
  - The Help Desk can help you to print to any Law School student printer (Pharos and Co-op) via EveryonePrint. We will also help you print to any special printers for your student associations or other organizations.

  - Any problems with student printers including jams, out of paper, out of toner, or any error message on the printer MUST be called in to the Help Desk. Generally we can respond to printer problems within a few minutes.

  - If you need to print on special paper (e.g. to print your resume on bond paper), please read the printing instructions carefully as mistakes can cause other students' print jobs to be held and not print.

- **Passwords**
  
  - If you are having problems with your law school email password, the Help Desk can reset it for you. We cannot help you with any Route Y issues. For all Route Y issues please call 422-4000. Due to security and privacy concerns, it is highly encouraged to be present at the Help Desk in order to reset the law school email password.

- **Software problems/conflicts.**
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- The Help Desk can assist you with software problems and conflicts. We can help with all Law School Software and most standard software including, but not limited to:
  - EveryonePrint
  - Softest
  - Firefox
  - MS Office 2007-2016
  - Zoom
  - Symantec Antivirus
  - Apple Quick Time
  - Adobe Reader
  - Microsoft Windows 7 or newer (Professional, Business, Enterprise and Ultimate)
  - Backup Software included with your computer from Apple or Lenovo/IBM

- **Instruction**
  - The Help Desk can instruct you in best practices or common tasks including, but are not limited to:
    - Data and/or computer backup
    - Microsoft Office features and tasks
    - Microsoft Windows features and tasks (excludes Media Center features)