



IT Services

Laptop Loan Policy

IT Services maintains a small inventory of laptop and netbook computers for short-term loan to Okanagan College employees. There is no charge for these units but the maximum loan period allowed is two months - these computers are not intended to replace primary work site computers or to fulfill longer-term computing requirements. They are available to employees that:

1. Need a temporary replacement while their assigned laptop is with IT Services for repair. In this case, section A of this policy does not apply.
2. Do not have a laptop and need one for use at meetings, conferences, or symposia to take minutes or notes or make presentations requiring visual digital demonstrations.

IT Services cannot guarantee that a laptop will be available. Laptops are provided on a first come, first serve basis.

A. Loan Procedure

Reservations for laptops must be placed in advance by completing a Computer Loan Service Request available on myOkanagan. This is necessary in order to adequately schedule the distribution of laptops and IT staff time. Information that you must provide in your Computer Loan Request form includes:

- Number required
- Scheduled return date (maximum loan period is two months)
- Intended use.
- Name of budget manager / supervisor

Employees are required to report any problems experienced with the laptop during the loan period.

B. Hours and Contact Information

Laptops are to be picked up and dropped off during regular business hours at IT Services (in the atrium of the Centre for Learning, across from International Ed). If other arrangements need to be made for pickup and drop off, IT Services must be given a minimum 48 hours notice.

The working condition of the laptop will be assessed upon its return. Please allow sufficient time for this assessment to take place.

C. Laptop Computers Supported

In order to provide consistent service, adequate user support, and to ensure network compatibility, Okanagan College offers and supports only the following models of laptop computer:

- Lenovo Thinkpad (R-series and T-series)
- Lenovo Ideapad

All units provided by IT Services for employee use are pre-configured with the following software:

- Microsoft Internet Explorer
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Macromedia Flash, Shockwave, and QuickTime plug-ins
- RealPlayer
- Adobe Acrobat Reader

IT Services strongly discourages any users from installing additional software or hardware to the laptop units. Any additional software installed must not disable or alter the functionality of the pre-included software or hardware and must be virus-free. Any software or hardware components added to the system are the responsibility of the individual and the supplying vendor.

Unauthorized copying of software is a violation of Okanagan College's [acceptable computer use policy](#). It is also illegal as software is protected by copyright law.

D. Maintenance

Okanagan College laptops are covered under the manufacturer's limited warranty. Damage not covered by warranty or IT Services includes:

- Accident.
- Unreasonable use, abuse, neglect, and alterations.
- Improper service, improper installation, and improper connections with peripherals.
- Other causes not arising out of defects in materials or workmanship.
- Any service or repair provided outside the scope of the limited warranty.
- Damage to or loss of any programs, data, or removable storage media, whether it occurs during warranty repair or other repair service.

Any attempts to dismantle or repair the laptop unit oneself will invalidate the manufacturer's warranty and may result in additional costs for Okanagan College.

Employees using the laptop loan service may contact the help desk at local 4444 for standard system support or in order to notify IT Services of any problems encountered during the loan period.

E. Security

Users are responsible for ensuring the security of loaned laptop units. In order to minimize the chance of loss or theft, please follow these guidelines:

- Airports: Never leave the laptop unattended. Do not check the laptop as baggage. Exercise diligence in watching the laptop as it is passed through any x-ray devices.

- Cars: Keep the car locked and the laptop out of view. Ensure that the laptop is securely stored so that it does not slide while driving. Avoid storage of the laptop in a car during very hot or very cold weather.
- Never leave the laptop unattended in any accessible, unsecure area either on- or off-campus.

If the laptop is lost or stolen, IT Services must be notified within 24 hours and notice given to the appropriate police authorities.

Users are responsible for performing their own data backups. IT Services is not responsible for any files left on any laptop or for loss of, or damage to, a user's files during the loan period. IT Services is also not responsible for any computer viruses transferred to, or from, a user's own storage device (e.g. USB memory stick) while using the laptop.