

## **Welcome to the new classroom computer.**

We've gone through the classrooms and worked to create the best instructional experience for instructors and students that we can. With that in mind, we would like to make sure that everyone who uses a classroom computer is aware of the changes we've made.

**Q) When I reboot the machine, nothing I downloaded appears on the computer. What has happened to my materials?**

**A)** We have installed software that stops changes from being made to the computer.

**Q) What is the reasoning behind this change?**

**A)** Our desire is to provide a uniform, pleasant experience using the classroom computers. It also provides protection from:

- Adware/popup infestations
- Pornography
- Keyloggers/Trojans
- Viruses
- Identity Theft
- Illegal downloads of software, music, and movies.
- Buggy software installed
- No uniform user experience (settings can be changed at any time)
- Random failures of software, operating system or hardware software drivers that normally require a technician to be dispatched.

Just about any software problem can be solved by simply rebooting the machine and letting the software restore the original system configuration.

**Q) I need software on a classroom computer for instructional use; however when I try and install it, it's gone when I reboot the machine.**

**A)** This is an intended function of the protection software that has been installed on the machines. We understand that sometimes instructors need additional software on a computer and we would be happy to assist you. You can install software on the machine and use it for that class, just don't reboot the machine during class. You can request a permanent software installation be done by coming to this website <http://it.usu.edu/classrooms/htm/support> and requesting that one of our technicians install your software. The software will remain on the machine for the current semester and will be removed when we update the computer operating system software.

Information Technology will make a good faith effort to install the requested software. We may not be able to install certain types of software if incompatibilities arise or the software requires a significant reconfiguration of a machine such that it negatively impacts performance and/or overall user experience. A determination of this nature will be made by Information Technology.

**Q) What if I want instructional materials (PowerPoint slides, documents, etc.) stored on the machine for a semester?**

**A)** We have two ways to assist you with this.

We've provided a space on the machine that is not wiped by our protection software. If you click on My Computer, you should see a drive labeled D. You can put data there and it will not be wiped out. However, this storage space is not permanent and may be erased by someone.

You can request that our staff put your data in a special folder (Permanent Data Storage) on the protected storage space of the computer. This data will reside there for a semester and will then be removed. Data is not guaranteed for an entire semester, nor is the data backed up. To request that your data be stored in this manner, please go to <http://it.usu.edu/classrooms/htm/support>

**Q) What's the button in the middle of the screen do?**

**A)** That's our refresh button. We would suggest that you use it whenever a class is over and when you come in to start a class. When you click this button, the machine will reboot. This will make sure that the machine is fresh and clean and ready for you to use.

**Q) What does the 'I Need Assistance' button do?**

**A)** If you need help with anything, please use this button and you'll be given some options to get the support you need. We have a new chat program where you can chat live with a remote support technician and we have web links to request to have a program installed, data moved or you can report a problem with the equipment if you would prefer this option instead of the live chat option. You can also call the Student Technical Services office at 797-6666 between the hours of 7am to 9 pm.

**Q) What if the computer isn't working and I need help?**

**A)** Please refer to the sticker we've put on the console for a telephone number to call for assistance from one of our support people.