

# VIRGINIA WESTERN COMMUNITY COLLEGE

## BROWN LIBRARY

### LOANER LAPTOP USER GUIDELINES

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#### **Purpose**

The purpose of the Brown Library Loaner Laptop User Guidelines is to outline the appropriate care and maintenance of the laptops with the goal of encouraging students to responsibly look after the computer while it is in their possession to provide for optimal sharing of the collection.

#### **Guidelines**

##### Proper Care and Handling:

Through proper care and handling students can help Brown Library extend the life of the loaner laptops. Follow these guidelines to keep the laptop operational:

1. Eating and drinking while using the laptop is discouraged. Liquid spilled on the laptop will typically result in significant damage.
2. Wipe down the laptop regularly using only a clean, dampened, lint-free cloth. Microfiber cloths work great. A bit of isopropyl alcohol can be applied to the cloth to remove any tougher grime.
3. Do not spray liquid directly onto the screen or use abrasive paper products (such as paper towels) as they may cause unrepairable damage to the display.
4. Avoid getting the laptop wet or damp or getting moisture in any openings or the keyboard.
5. Do not leave the laptop outdoors or inside a car in extreme temperatures.
6. A protective carrying case is supplied with each laptop. Please use this case when transporting the laptop.
7. In case of hardware problems or technical issues, make arrangements to bring the laptop to the College for service. Do not attempt to repair the laptop on your own (see [Obtaining Support and Contact Info](#) section).

##### Logging into the Laptop:

The account assigned to the laptop is a generic ID and should log in automatically.

If the laptop requests an user ID and password, the user ID **vwcheckout** and password **vwcheckout** may be entered.

If that action is unsuccessful, restart the laptop by holding the power button down for seven (7) seconds. It should auto login after that on restart.

If login issues persist, contact the IET Help Desk (see [Obtaining Support and Contact Info](#) section).

##### Administrative Access:

An administrator account is present on the laptop to provide a way to enable administrative access to perform functions that are outside the scope of the student's privileges (generic ID). The laptop can be administered by College IET personnel to facilitate any necessary changes to its

configuration. This action should be coordinated through the Help Desk (see [Obtaining Support and Contact Info](#) section).

#### Wireless Access on Campus:

Wireless access requires configuration of the laptop to connect to available wireless (Wi-Fi) networks. Use of unencrypted Wi-Fi connections is not recommended. Access to the College Wi-Fi **VWCCWiFi** network can be obtained using your student MyVWCC ID and password.

Outdoor access to the College Wi-Fi network is available in several locations on campus. The signal strength and availability may vary depending upon the proximity to the outdoor access point. Lot 15, Lot 6, and the parking area near the Arboretum are some locations where Wi-Fi is available at the current time with other locations planned.

#### Application Software:

The following software applications are loaded on the laptop:

- Zoom – Video Conferencing
- Office 2019 – Microsoft Productivity Suite (Word, PowerPoint, Excel)
- Web Browsers – Chrome, Firefox with Adblocker
- VMware Horizon Client – Virtual machine access
- Windows Media Player – Audio and video player
- Adobe Reader – PDF reader
- Respondus Lockdown Browser – Online exam proctoring

If you need additional software installed, coordinate installation with your instructor and the IET Help Desk (see [Obtaining Support and Contact Info](#) section). Virtual machines may be used to access additional College provided software applications. Instructors will communicate this information as needed.

#### Windows Updates and Security:

The laptop's system is set to automatically receive updates. These can be verified by typing Windows Update into the search box and navigating to and selecting the Update and Security icon. Updates can be verified using the Windows Update option. Antivirus scans can be initiated on the same page using the Windows Security icon.

#### Storing Data:

**Be sure to back up your files to another location (cloud storage and/or USB thumb drive) than relying on local storage to the laptop!**

Files may be stored on cloud or local storage. Cloud storage resources such as Google Drive, Microsoft OneDrive, or others, such as Dropbox, are recommended for storing student files and data. Files may also be saved to USB-based devices. Backing up files to more than one location, particularly when located on a single USB device, is strongly encouraged - for example, store files to an USB thumb drive but also save them to a cloud storage resource like Microsoft OneDrive.

Documents can be saved to the local hard drive, but this is NOT recommended. Files on the C drive (local storage) are the student's responsibility and will not be transferred or recovered in the event of system failure or replacement or at the time of return.

### Remote Assistance:

The laptop has Microsoft Quick Assist installed to provide a way to offer remote assistance over an Internet connection. IET Help Desk support personnel at the College will coordinate the use of this tool. The Help Desk number is 540-857-7354.

### Obtaining Support and Contact Info:

Guidance on the best way to obtain support for the laptop can be obtained from your instructor, Library Staff, or the IET Help Desk. An assessment of the nature of the support need should be made at each level and escalated as needed. IET Academic Analysts are available to assist with requests beyond the scope of these other resources.

- Your **instructor** can assist with Canvas and course-related questions
- **IET Help Desk** can help with damage and technical support
  - Phone: 540-857-7354
  - Email: [helpdesk@viriniawestern.edu](mailto:helpdesk@viriniawestern.edu)
  - Online help: <https://www.viriniawestern.edu/iet-services/get-help/contact-us/>
- **Brown Library Staff** can address any questions about checkout and return, loss, or theft
  - Phone: 540-857-6941
  - Email: [LCirculation@viriniawestern.edu](mailto:LCirculation@viriniawestern.edu)

### Service Level Agreement:

The turnaround time for repairs for hardware issues may take two (2) or more weeks. If another loaner laptop is available, an exchange may be made to shorten the time. Software issues not readily identified may require a reload of the laptop. File and data preservation is the responsibility of the student (see [Storing Data](#) section). Every effort will be made to ensure that a working laptop is available, contingent upon resource availability.