Student Laptop Support

How Can We Help You?

The Ross School of Business is committed to helping our students become strong, self-sufficient users of computing technology, with the expectation that all students follow the guidelines established for our community. Student Laptop Support staff is here to assist you with the configuration of your laptop for our Ross computing environment.

Students are expected to keep anti-virus software current and to follow safe computing practices. Laptops should be up to date with updates and running the latest service packs.

Please note Student Laptop Support staff are not authorized to repair your equipment. They may be able to assist you with simple troubleshooting.

You must be present while a laptop support staff member is working on your laptop. Ross staff will make every attempt possible to assist you, but there are some rare occasions where we are unable to guarantee that your laptop will be compatible with our environment.

The Ross School of Business is primarily a Microsoft Windows-based computing environment. Some software used as part of the curriculum will only run on a PC.

For technical issues outside the scope of the Ross Computing Student Laptop Support Policy outlined below, contact your laptop vendor (assuming your laptop is still under warranty) or a laptop repair service. The University’s repair contacts Web page has information about laptop repair services, both on and off campus.

<table>
<thead>
<tr>
<th>Category</th>
<th>Product (where applicable)</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ross wireless</td>
<td>802.11 a/g/n-compliant wireless cards &amp; most recent operating systems</td>
<td>Yes</td>
</tr>
<tr>
<td>Home wireless</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Ross Printing Issues</td>
<td>Windows &amp; Mac</td>
<td>Yes</td>
</tr>
<tr>
<td>Hardware</td>
<td></td>
<td>Consultation only</td>
</tr>
<tr>
<td>Spyware/ Virus remediation</td>
<td></td>
<td>Consultation only</td>
</tr>
<tr>
<td>Data backup &amp; transfers</td>
<td></td>
<td>Consultation only</td>
</tr>
<tr>
<td>Operating system upgrades</td>
<td></td>
<td>Consultation only</td>
</tr>
<tr>
<td>Basic problem diagnosis &amp; consultation</td>
<td></td>
<td>Yes¹</td>
</tr>
<tr>
<td>Operating Systems (Ross Recommended)</td>
<td>Windows 7, Vista, and XP / Mac OSX 10.5+</td>
<td>Consultation only</td>
</tr>
</tbody>
</table>
Operating Systems
(not supported)
2000/NT/ME/98/95/3.1/DOS/
Mac OS 9.x/Linux/Unix/
No
PDAs and Smart Phones
Best Effort¹
Software/Applications
Consultation only

¹ If time permits, we will provide initial consultation and diagnosis of basic problems (which may in the process resolve the issue). We do not provide support for applications, operating systems, hardware, or other issues that are not related to Ross computing. All other technical difficulties or questions should be directed to the appropriate vendor or laptop repair facility.

Setting Up Your Laptop

Instructions and videos for configuring the Ross Technology resources are found on the DiscoverIT page at http://www.bus.umich.edu/MyiMpact/DiscoverIT.aspx.

Laptop Support staff can help you if you become stuck or need assistance in troubleshooting.

Contacting Us

Where to Find Us

Ross Student Laptop Support is reached by appointment only.

Appointments are 30 minutes long and can be scheduled using iMpact. Appointments must be scheduled 24 hours in advance.

Appointment times are from 9 AM–4 PM on weekdays.

General Questions

For general questions or to report problems with Ross services (including wireless – please include location and time), please email rosslaphelp@umich.edu.