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	Effective Date:	03-07-2022
	Last Review Date:	03-07-2022
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PURPOSE

The purpose is to is to establish standard guidelines for Information Technology Services & Support (ITSS) support of personal devices.

PROCEDURE

1. Definition

    Personal devices are defined as systems (PC, MAC, phone, tablet, etc.) that are owned by a college employee and/or student for the purpose of this procedure are considered their personal property.

2. General

    2.1. ITSS does not maintain, support, or perform maintenance on personal devices. Please contact the manufacturer of your system or the store where you purchased your unit for support.

    2.2. As a general guideline, ITSS does not hand out license keys for software.

3. Software

    3.1. ITSS can provide licensed software to a employee or student for use on their personal devices where licensing for such use is consistent with the vendor's licensing policy.

    3.2. Where possible, the software will be self-contained, in most cases downloaded directly from the vendor using AWC user (employee or student) credentials to access., Instructions on how to access can be made available.

    3.3. ITSS does not help with the installation or troubleshooting of software installed on personal devices. Software issues or configuration questions should be referred to the software manufacturer or to the maker of the device.

    3.4. Any software given to an employee is for personal use ONLY on their system only and not for redistribution on any other systems in any form.

    3.5. Any redistribution of software constitutes a breach of the College's license agreements and must be reported to ITSS immediately.

    3.6. If your AWC employment or enrollment ends (as student or employee), licensed software will cease to operate once your accounts are deactivated.

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4. Wireless Internet
    4.1. ITSS cannot assist in the configuration of connecting personal devices to our wireless network, or assist in troubleshooting issues with personal devices.