

Title:	Support Guidelines for Personally-Owned Devices		
Division:	Business and Finance	Department:	Information Technology
Procedure Contact:	Chief Information Officer		
Date Posted:	3/18/2021		
Related Policies or Procedures:	EWU 901-02: Appropriate Use of University Resources RCW 42.52.160 WAC 292-110-010		

History

Revision Number:	Change:	Date:
1.0	Initial version	5/6/2019
1.1	Updates	3/18/2021

A. Purpose

Eastern Washington University provides limited assistance with personally-owned devices. These guidelines are provided to clarify what assistance is available.

B. Definitions

Personally-Owned Device - Devices such as laptops, tablets, or phones not purchased by, or provided to, an employee or student by the university. This does not include personally owned peripherals such as webcams or printers.

C. Guidelines

1. Support Scope

The Information Technology department is able to provide limited support for personally-owned devices. In general, this support is limited to generalized “how to” instruction or providing assistance with connectivity to the university’s network and online services, such as email, storage, and wireless. Some examples of the assistance provided include:

- Assistance with installation and use of the university’s VPN service.
- Instruction on the access and use of university electronic resources and services from off-campus, such as connecting their email client to university email, using InsideEWU, or connecting to Canvas.
- Assistance with connecting to EWU WiFi services.
- Assistance with downloading work at home or study at home software, including Office 365 or Adobe Creative Cloud (note, not all software products are available to everyone).
- Assisting with connecting to the virtual labs service.
- Assisting with WEPA print services.
- Advice on data backup on or from a personally-owned device.

2. “Best Effort” Support

In addition to the limits noted above, support for personally-owned devices is provided as “best effort.” Information Technology staff and the Help Desk will provide problem resolution and assistance for up to one hour, within the limits of the collective knowledge of IT staff and student employees. We do not provide any assistance for non-work or non-school work related software, hardware, or services except as described in section 1.

If an issue requires knowledge beyond what is currently available, exceeds one hour of work time to resolve, or remain unfixed after exhausting all reasonable avenues of troubleshooting, then the problem will be deemed unresolvable and no further action will be taken to troubleshoot or assist.

3. Software Fixes, Operating System Reinstallation, and Hardware Repair

The Information Technology department does not provide hardware diagnosis, replacement, upgrade or repair services. Recommendations may be made to take the device to a licensed and bonded repair retailer.

Although IT may provide generalized advice on hardware, software, or operating system issues, this support does not include reinstallation of operating systems or configuration/setup of hardware or software.

4. Support Availability

Walk-up and call in or remote assistance is available from the Information Technology Help Desk. Current hours and availability are posted on the [IT support website](#). Faculty and staff may also ask their designated IT Coordinator for assistance.

These guidelines may be revised at any time without notice. All revisions supersede prior guidelines and are effective immediately upon approval.

D. Additional Information

Eastern Washington University cannot accept liability for working on personal devices. Any assistance that we provide is at your own risk.

The support for personally-owned devices that we can offer is limited by Washington State Ethics Board rules, based on their interpretation of [RCW 42.52.160](#) and [WAC 292-110-010](#) which restrict the use of state resources for personal use.

The WA State Ethics Board has posted some [frequently asked questions](#) about this topic, including this question and answer below:

Question: Can I bring my personal laptop it into work and have our IT department work on it if I use it for agency work and I experience a virus or other problem?

Answer: No, you would need to repair your personal laptop on your own regardless of how much you used it for agency work.