Student Laptop Support Policy

SOM IT has the following policy about supporting laptops

Information

Software Installations

- SOM IT Help Desk assists with installing and troubleshooting SOM course software (Office365, VMWare Horizon View Client, Cisco AnyConnect VPN, Palisade Decision Tools Suite, PaperCut and Stata)

Operating Systems

- SOM IT Help Desk does not repair or reinstall operating systems. Please refer to the install disks that came with your laptop
- SOM IT Help Desk does not install or repair Bootcamp, Parallels or other virtual software outside of SOM's Virtual Desktop Infrastructure (VDI)
- Windows XP is no longer supported and is restricted from the Yale network

Viruses and Slow Running Computers

SOM IT Help Desk does not remove viruses. We will not make any registry changes or use any software that makes registry changes

Hardware Repairs

SOM IT Help Desk does not remove, replace or attempt to fix any hardware.

- Please refer to the manufacturer of your computer: Dell 1-800-822-3769 — Lenovo 1-800-426-7378 — HP 1-800-474-6836
- Apple 1-800-275-2273
- Bass Library Technology Troubleshooting Office:
  Lower level, Room L05
  Phone: 203-432-5242
  Hours: Monday – Thursday 9AM to Midnight, Friday 9AM-5PM, Saturday Noon to 5PM, Sunday Noon-Midnight

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