

# COVID-19 Hardware Support | Client Information

During the COVID-19 campus closure, most USask staff are working while using their office laptop or desktop from within their home. These computers may be subject to a required hands-on repair should that device experience a hardware or software related failure that cannot be solved remotely.

## Does my device or situation qualify?

- USask managed devices
  - laptops and desktops (PC or Mac) that you have taken home
- You are unable to perform your job duties due to the hardware or software failure
- You require data recovery due to hardware/software failure
- Computers stationed on campus are eligible
  - a support agent will retrieve the device on your behalf

## What does not qualify?

- Printers and peripherals
- Devices that are not managed (i.e. personal devices)

## Device Exchange Instructions

- Your assigned support agent will contact you and arrange a date and time for equipment drop off. The agent will provide clear expectations for the drop off and directions of where the exchange will take place.
  - All exchanges will take place at the East doors of the Education Building
  - You may park in the loop outside of the doors
  - Upon parking at Education, please call 306-966-4286 to alert the staff of your arrival

## Drop-off

- The equipment exchange will take place outside of the aforementioned entrance.
- Please use the provided sanitary wipes to clean your machine and leave it on the table provided.
- An ITSS support agent will remain indoors until the machine is cleaned and you are clear of the marked zone. Your device will not be left unattended.

## Pick-up

- A cart will be used to roll your device outside once you have announced your arrival. The cart will have cleaning supplies to allow you clean the device before handling it.
- You will need to log in to the device and join university network before leaving campus – ensuring you can authenticate and use the device.