

## INFORMATION

## TECHNOLOGY SERVICES

Information Technology Services (ITS) provides support for computing, telecommunications, television and Help Desk services to the students, faculty, and staff of Georgetown College. The technology environment at Georgetown College consists of over 875 video, and 2,500 data outlets to every dorm room, classroom, office, and conference room on campus. Free local dial tone is offered in dorm rooms at the request of the student. The network supports high speed access to file, application, and print services. In addition to the 2,500 wired data outlets, ITS provides wireless network access in all the dorms and major buildings on campus. Internet access is supported by a 200 Mbps connection. There are over 150 publicly accessible personal computers connected to the campus network where students can access data stored on their network drive. The College also provides students the latest Microsoft Office and industry-recognized anti-virus software at no cost to the student. "Edutainment" video services are delivered to all dorms through a 75 channel satellite system. The system provides popular entertainment, as well as educational programming.

### Tips For Securing Your Computer:

- Set an Administrator password on your computer.
- Download and install all security updates:
  - Microsoft Windows operating system
  - Microsoft Office updates
  - Anti-virus programs & virus definitions
- Don't open unexpected E-mail attachments.
- Never respond to an email request for your username and password, no matter how official looking.
- Turn off your computer when you are away from your desk.
- Have available your restoration CD's provided by your computer manufacturer.



**GEORGETOWN**  
COLLEGE

## INFORMATION TECHNOLOGY SERVICES

*Computer  
Maintenance  
Agreement*

**GEORGETOWN COLLEGE**

Information Technology Services  
400 East College St.  
Georgetown, KY 40324  
Phone: 502-863-4357  
[www.georgetowncollege.edu](http://www.georgetowncollege.edu)

**Tel: 502-863-4357**

# HELP DESK SERVICES

The ITS Help Desk is located in the Cooke Memorial Library Building and provides voice, video, and data support to the students, faculty, and staff of Georgetown College. Support is provided by phone, email, and through "Spider," the Intranet web server that provides access to "how to's," other instructional materials, and policies related to the use of technologies.

In addition to supporting students with technology-related problems and questions, the Help Desk also provides access to technologies such as data projectors, laptop computers, and teleconferencing phones, as well as video and still digital cameras for use involving class projects and presentations.



## Computer Maintenance Agreement

The Information Technology Services Help Desk provides technology support for student owned computers via phone free of charge. An optional ITS Computer Maintenance Agreement (CMA) is available for Windows-based operating system computers for \$30 per semester. The cost of participating in the CMA program after the close of the enrollment period will be \$50.00. Call 863-4357 for information on the early sign-up period. Laptop computers are eligible for software diagnostics/hardware diagnostics, and limited hardware repairs. Apple computers are covered by the program, but must provide their own anti-virus software program. CMA Program Benefits:

- Software and hardware diagnostic and repair services. (Hardware provided by the student or through their manufacturer's warranty.)
- Network setup services.
- Installation of Microsoft Office and other College-provided anti-virus and anti-spyware/adware programs.
- Removal of viruses and spyware/adware.\*

Non CMA subscribers seeking support for the above will be charged \$50.00 to participate in the CMA program. Those interested may inquire further about the CMA program by calling 502-863-4357 from off campus or x4357 on campus.

## CMA Registration Form

Sign up period :                      Fall                      Spring  
Early registration: \$30.00                      [ ]                      [ ]  
Late registration: \$50.00

Computer Manufacturer: \_\_\_\_\_

Model: \_\_\_\_\_

Serial #: \_\_\_\_\_

Operating Sys: XP Pro XP Home Media Ctr OS X  
(Circle one)

Student ID#: \_\_\_\_\_

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

To participate, the completed may be taken to the Business Office along with either cash or check. You also have the choice of submitting the completed form to the ITS Help Desk and your student G-Card account will be charged.

\_\_\_\_\_  
Signature



Business Office  
400 East College St.  
Georgetown, KY 40324  
Phone: 502-863-8021  
www.georgetowncollege.edu