

Best Practices

- Do not lay anything on top of the laptop when closed, especially heavy items
- Do not leave laptop in a vehicle or unattended at any time
- Do not force a USB/Device into the laptop
- Always shut down the laptop when placing into your laptop bag (do not just close the lid)
- When transporting your laptop, use your laptop bag or be sure to carry using both hands, not by the screen, and not opened
- Keep pets away from your laptop
- Only you should be using your laptop, Friends and family members should not
- Do not store critical data and files to the laptop hard drive. Instead, use a USB drive, external hard drive, or cloud solution such as OneDrive.

Protect your screen!

This is where most damage occurs.

Cleaning/Care

- Use a microfiber cloth or lint free cloth to dust or wipe down your laptop
- Use canned air if desired to remove debris from your keyboard
- Protect laptop, charger, and bag from liquids or dampness and extreme temperatures

Refrain from eating and drinking over your keyboard



Laptop Information

Care, FAQ, Best Practices Guidelines

Common Causes Of Physical Damages

- Carrying the laptop one handed with a thumb pressing on the screen
- Carrying the laptop open and powered on
- Dropping the laptop
- Shutting the laptop with something laying inside/on keyboard
- Pushing back the screen past its intended range
- Transporting without using your laptop bag
- Removing hardware improperly

What If Something Goes Wrong With My Laptop?

Is it an emergency?

Call the ServiceDesk

412-237-8700

Chat with the ServiceDesk

chat.ccac.edu

If it's not an emergency

Email the ServiceDesk

help@servicedesk.ccac.edu



How To

FAQs

Software

Turn on the Laptop

- Press the power button on the laptop
- Wait a few seconds for it to power on



Turn the Webcam On and Off

- Slide the switch on top of the laptop to turn webcam on and off



Connect to Wireless

- From the System Tray, click the Network icon.
- Select your network name from the list of available wireless networks.
- Enter the network password.
- Click Next.



How do I login to the laptop?

- The username and password are both CCAC_Loaner (case sensitive)
- It is recommended that you change the password to a secure password of your choosing upon first login

What if the laptop is not working or I need help?

- Refer to the help link on your desktop to visit our Student Loaner Laptop Help Center
- If you require further assistance, contact the ITS ServiceDesk

What if the laptop is stolen or lost?

- Contact the ITS ServiceDesk immediately
- File a report with campus security and follow their protocols

When do I return the laptop?

- Laptops are due the day following the final exam of the semester
- Refer to the laptop application form for specific return dates, times, and locations
- No extensions will be made for any reason
- If you withdraw from classes mid-semester, contact the ITS ServiceDesk immediately to setup a time to return the laptop ASAP

How do I print from the laptop?

- You can connect a personal printer and install any necessary drivers or software for it
- To print on campus, you will need to save data to a USB Drive or a cloud service and use a computer on campus to print

What software is installed on the laptop?

- Adobe Acrobat Reader
- Alice 3 3.4.0.0
- jGRASP
- Audacity 2.3.3
- Google Chrome
- Greenshot 1.2.10.6
- Internet Explorer 11
- Visual Studio Professional 2017
- Microsoft Edge
- Microsoft OneDrive
- Microsoft Office Professional Plus 2019
- Mozilla Firefox
- NetBeans IDE 8.2
- Respondus LockDown Browser - Lab Edition
- Git version 2.22.0.windows.1
- VLC media player

Can I install additional software on the laptop?

Yes, provided you follow the guidelines below:

- You must adhere to all copyright and licensing laws, as well as CCAC's Copyrights And Fair Use Guidelines, as set forth in the CCAC Administrative Regulations Manual, and CCAC Board Policy VII.03 – Software Copyrights
- The ITS department cannot guarantee that we are able to support all software or provide assistance with installation or use
- You should only install software from reputable sources and only software necessary for CCAC classwork
- You should NOT modify or remove the software already pre-installed on the laptop