BGS Student Laptop Agreement

BGS provides a laptop to incoming students who receive a BGS fellowship. BGS students are expected to use this laptop for their educational and research needs. The laptops are managed by PMACS to ensure that students are using devices that are appropriately secured to protect a) the device itself, b) any data on the device, and c) the network. Laptops are also provided to relieve lab mentors from having to provide students with a computer.

## Support

PMACS Client Services Group provides day to day support for the laptop. Support is available from 8am-5pm, Monday-Friday through the [PMACS Helpdesk](https://helpdesk.pmacs.upenn.edu/), https://helpdesk.pmacs.upenn.edu.

Support includes but is not limited to:

* Laptop Errors/Issues (blue screens, login issues, etc)
* Network setup/issues while on Campus
* Basic Application troubleshooting (Office, Adobe, Pulse VPN, etc)

Support does NOT include:

* Custom/Scientific software troubleshooting (SAS, Stata, etc)
* After hours (5pm-8am)
* Home computer issues (wifi, printers, etc)

### Entering a Helpdesk ticket

1. Go to helpdesk.pmacs.upenn.edu
2. Login with your PMACS username and password.
3. Click on “Need Help?” and enter all required information in the ticket.

## General Information

**Administrator Right:** You have been given administrator rights on your computer. This will allow you to install and update most applications. If you find that you are unable to install/update an application, please enter a helpdesk ticket.

**Maintaining access to PMACS resources:** If you plan to be away from Penn for an extended period of time (1 month of longer) it is advised to connect to Pulse Secure VPN (installed on your laptop) during your absence from the laptop to maintain a connection to PMACS resources. If you do not maintain this connection, you may be disconnected from PMACS resources.

## Requirements

1. You must use this device in a responsible manner and in accordance with all University of Pennsylvania policies and security requirements: <https://catalog.upenn.edu/pennbook/policy-acceptable-use-electronic-resources/>
2. You may use the device for both personal and academic functions. However, as long as you are enrolled in BGS, your laptop must be managed by PMACS and cannot be sold or given to anyone else.
3. You must, at all times, take appropriate steps to protect the laptop and data against loss or theft. The device should never be left in public places, should not be checked in with luggage when traveling, and should not be left in vehicles unless the vehicle is locked and the laptop is hidden from view. BGS is unable to provide replacements for lost or stolen laptops. You are strongly encouraged to obtain renters’ insurance and to include the laptop on your policy so that you can replace it if it is stolen.
4. You must immediately report the loss or theft of a laptop to Candace Cain ([Candace.Cain@pennmedicine.upenn.edu](mailto:Candace.Cain@pennmedicine.upenn.edu)) or Judy Jackson (jajackso@pennmedicine.upenn.edu).
5. If the laptop is reported lost or stolen, its entire contents may be wirelessly erased from the device.
6. Students who leave Penn within the first year of training are required to return the laptop to the BGS office. Students who leave Penn after the first year of training may keep their laptop. However, if you plan on leaving Penn for any reason and are keeping the laptop, you must first have it removed from PMACS resources. The laptop will eventually restrict you from logging in and you will be unable to use it. Please submit a ticket to remove the laptop from PMACS resources before you leave Penn as we will not ship the laptop to you.

By signing this document, I agree to follow all the requirements outlined above and any subsequent rules for laptop use that may develop.

Student Name:

Student PennID Number:

Student Signature:

Date: