

Pikeville College
School of Osteopathic Medicine

**Information for students moving
into clinical rotations**

Internet Service

- As of July 17, 2009, the Internet service provided to you by Pikeville College will be terminated. The following information will inform you of your options regarding Internet service. Pikeville College will reimburse you **up to \$23** per month for the next two years (as long as you remain enrolled in the School of Osteopathic Medicine).
- This reimbursement will cover the cost of Internet service up to a maximum of \$23 and no more than the actual cost of your new provider's monthly rate. (If your Internet Service Provider (ISP) charges \$15 per month, Pikeville College will reimburse you \$15 per month. If your ISP charges \$50 per month, Pikeville College will reimburse you \$23 per month.)

Internet Service

- Receiving reimbursement will require you to submit a copy of your Internet service monthly statement. Below is a schedule of statement submissions and scheduled reimbursements.
- August–January: Submit proof of Internet service by mid September. Checks will be mailed at the end of September.
- February–May/July: Submit proof of Internet service by mid March. Checks will be mailed at the end of March.

Recommended Service Providers

- AT&T
- Charter
- Comcast
- DSL Extreme
- Sprint
- Time-Warner Cable
- Verizon

Procedures for Computer Repairs

- For all technical service calls, please contact the Pikeville College Help Desk at 606.218.5300 or via e-mail at helpdesk@pc.edu.
- A technical representative will attempt to resolve the issue over the telephone (be sure to include a contact telephone number if you send a request by e-mail).
- If the issue requires hardware replacement or is an issue that cannot be resolved via telephone or e-mail, you will need to place a call to Dell Technical Support for further assistance.

Repair

- Dell offers free technical support and will come to your location to fix the hardware issue.
- The number to call for Dell technical support is 1.800.274.7799.
- You can also chat with a Dell technician by visiting support.dell.com and choosing 'Chat Online with Dell Technical Support.'

Repair cont.

If you cannot accept a Dell technician or if you have an issue that Dell can not resolve you can mail your laptop to us at the following address:

Pikeville College
Information & Technology Services
119 College Street, Suite 211
Pikeville, Ky. 41501

Batteries

(not covered under warranty)

Recommended battery sellers:

- CDW
- Dell Direct
- Office Depot

Items Covered Under Dell Warranty

- Power Adapter
- Computer Parts
 - motherboard
 - screen
 - network
 - components
 - keyboard
 - touch pad

Not Covered Under Warranty

- Abuse and/or misuse
- Accidental dropping
- Theft
- Water/liquid damage

Virus/Spyware Removal

- Ad-Aware
- Malware Bytes
- Super Anti-Spyware
- Windows Defender

Download these programs and store them on a USB key so you will have them in case your computer becomes infected with a virus or spyware/malware begins to cause your computer to start running slow.

Keeping a fast running system

Clear browser disk cache and cookies once a week.

Do not download and install a large amount of software.

Run Disk Cleanup once every three months.

Do not defragment the hard drive often.

Software and Web sites To Avoid

- Limewire/Bearshare
- My Web Search
- Weather Bug
- Web Shots
- Browser toolbars
- Any Web site that tries to install software that you did not request.

Pikeville College only supports the software that was installed on your computer when you received it. Including:

- Microsoft Office suite
- Windows XP
- Firefox

Good Backups

Make good backups of your data.

Back up your data at least once a week.

We do not have the resources to keep your data safe if your computer malfunctions.

Use an external USB hard-drive to backup your data.