

RHD Student Laptop Scheme – Retaining Your Laptop

As your research higher degree studies have concluded and you were issued with your University laptop more than 18 months ago, you are entitled to keep the laptop. However, you do need to ensure that the University licensed software is removed, as per the terms and conditions of the scheme. IT Services staff can assist you with this task:

- You need to organise this before your student tenure ends, as when this date arrives your account will be locked and you may no longer be able to access your laptop. This is normally 90 days after your studies have officially concluded.
- You are responsible for returning the laptop, including postage and handling, to IT Services at the University of Newcastle. You can return the laptop in person to IT Services at the Callaghan or Ourimbah campuses or if you need to send the laptop via post, please ensure you use adequate packing material to prevent physical damage. You should use a registered mail or courier service which includes a tracking number, and consider insurance. IT Services will not be liable for any damage to the laptop that occurs in transit.

Process for laptop finalisation:

1. Back up all your data files to CD or DVD or USB hard/flash/thumb drive.
2. Log a call with the 17triplezero IT Service Desk advising that you are a finishing RHD Student and you need the University licensed software removed. Also mention whether you will post the laptop to the University, or bring it back in person. If you are able to bring the laptop back to IT Services in person, the IT Service Desk will arrange a drop-off appointment with you, and provide details of where to deliver the laptop.
3. IT Services will format the laptop hard drive and reinstall the original operating system that was provided with the laptop. IT Services will not reinstall any other software but will provide details of an account with administrator privileges.

Please Note: It may take up to four weeks for IT Services to complete the laptop rebuild. The work will NOT be done as a drop in service. However in most cases it should be completed well within this four week timeframe.

4. Once the laptop has been rebuilt, IT Services will phone you and organise a time for you to collect it from campus. For those who posted their laptop in, the Office of Graduate Studies will organise and pay for the return of your laptop.

From this point onwards, the laptop is your personal property. This means:

- IT Services will no longer provide support and your laptop is no longer covered by University insurance.
- You will need to organise your own copies of software such as Microsoft Office and anti-virus software. You are entitled to purchase Microsoft Office through the “it’s Not Cheating” scheme from Microsoft. See <http://www.microsoft.com/student/discounts/itsnotcheating/default.aspx> for more details.

If you have further questions, please contact the Office of Graduate Studies or the IT Service Desk.

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