# Support for Off-Campus University Computers

## Overview/Purpose

Campus Computing provides limited support for off-campus university computers.  Off-campus computers must meet the standards defined by the Office of Campus Computing to receive technical support.  Campus Computing provides remote support through Share My PC (a Bomgar product).  We are able to provide assistance for routine support activities.  Issues not able to be resolved through Share My PC will require the computer system to be brought on campus for continued support.

## Procedure

The following steps must be completed **before** a computer or other technology-related device can be taken off-campus:

1. Complete the USF Off-Campus Property Permit.
2. Schedule an appointment with Campus Computing to configure the computer for off-campus use.
3. Request VPN account and client installation (if remote access to network drives is required).

While the computer system is off-campus you are required to comply with the USF Acceptable Use Policy and Computer and Network Access Agreement.  Any policies that are in effect on campus are also in effect off-campus.

When you return the computer to campus you will need to schedule an appointment with Campus Computing to make the necessary configuration changes to allow the computer to connect to the network.  Campus Computing will also check the computer for any security vulnerabilities.