**iSolutions ServiceLine - IT help desk support Policy (February 2016)**

**Service definition**

The IT help desk is an additional service to supplement the University’s Service Desk known as ServiceLine.

The primary aim of the help desk service is to support Students (face to face) configuring personal equipment to access University IT services and facilities as part of their undergraduate, or post graduate course of study.

The help desk is able to offer face to face support on configuration of the following devices:

* Mobile Phones
* Tablets
* Laptops / MacBooks

Staff and students are also able to use the help desk to raise issues in relation to any IT service provided by the University. Some requests may require further investigation or support from a specialist support team within iSolutions, and therefore may not be resolved at point of contact.

\*The IT help desk will also support staff and PGR staff with configuring personal equipment to access University IT services and facilities.

ServiceLine is the single point of contact for all University IT related enquires, and can be contacted by:

* Email: serviceline@soton.ac.uk
* Telephone: 023 8059 5656 or extension 25656
* Web: <http://www.southampton.ac.uk/isolutions>
* Through the IT help desk

**ServiceLine operates 08:30 – 18:00 Monday to Friday each day the University is open.**

**The IT help desk operates 09:00 – 17:00 Monday to Friday each day the University is open.**

If the help desk is closed, or it is too busy for you to wait please try contacting ServiceLine though one of the contact methods as listed above.

**Terms of service and support**

iSolutions is unable to support devices that are not owned by the University. The help desk service is able to advise and offer a “reasonable endeavours” service to students and staff with regards to accessing University IT services and facilities using equipment not owned by the University or for devices not fully supported by iSolutions.

Any equipment owned by the University and supported by iSolutions brought to the help desk for assistance may need escalation to a second line team and may not be repaired on site.

iSolutions is not responsible for backing up any of you data on personal equipment, or for recovering any data should it be lost or corrupted whilst being worked on by one of our technicians. You are advised to backup any important data, including; saved files, music or pictures.

The “Reasonable endeavours” service is offered at the discretion of the Service Desk manager and is defined as follows:

Time allocated to resolve an issue may vary depending on demand and number of people waiting to be assisted. It is up to the discretion of the technician investigating the issue on how much time will be allocated to investigating or resolving an issue. You may be advised to take your device back to your supplier for further support.

The service works on a first come first serve basis.

The service will stop taking on new requests at 16:45 as the service closes at 17:00.

Advice maybe given to an individual to take their equipment to a 3rd party repair centre or back to the supplier of the device/service for support and assistance. iSolutions are unable to recommend any 3rd party repair service.

Not all University IT Services are available to access or use on some devices, and therefore we may not be able to offer any support or advice.

The help desk reserves the right to refuse or with draw support under the following circumstances:

* The device is in a unhygienic state
* The device is unsafe to use
* The device is physically broken
* The device is inoperative
* The device is too unstable to use
* The device has a virus or spyware which has caused significant performance issues, or would require extensive investigation or removal
* The device has unlicensed / illegal software or copyright protected data installed
* The device has torrent or file sharing software installed and running
* The device has illegal or questionable material installed/visible
* The device cannot be supported due to language settings
* The device is using an unsupported or nonstandard operating system (including virtual machines)
* Our Automated configuration applications will not install or run

The help desk service does not offer:

* A Hardware Repair Service
* Operation System patching, installation or reinstallation
* Virus or Spyware removal
* Training or consultation
* A guarantee a fix or solution to accessing University IT services or facilities on a personal or un supported device

The help desk or iSolutions is not liable or responsible for any loss of data, damage or fault to a device after work has been carried out by this service. You are responsible for ensuring that your personal data and information is backed up.

The help desk service or iSolutions will not be held responsible for any worked carried out that breaks any support or warranty agreements with the supplier of your device. You are responsible for ensuring that any work carried out by the Help Desk service is within those terms of support. A technician will always ask for your permission before proceeding.

Further information regarding terms of service and your computing account can be found on the iSolutions Website. Any further questions, concerns or issues can be raised to the Service Desk Manager by contacting ServiceLine.

By using this service you are agreeing to the terms of service as described above.