



OFFICE OF TECHNOLOGY  
HELP DESK SERVICES

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## LOANER LAPTOP PROGRAM

**Purpose:** WCL provides two computer labs for students. The Primary Student Lab is located on the 2d Floor of the Pence Law Library; its computers are available for use whenever the Library is open. The Secondary Student Lab is located in Room 103 on the First Floor of the Pence Law Library. Its computers are available when computer training is not in session.

In those instances when a student's personal laptop must be returned to the manufacturer for repair, a student may borrow – for a period of 1 week – a laptop from the Circulation Desk at the Pence Law Library.

The laptops are configured as follows:

- ❖ Pentium M 760 (1.86 GHz w/ 533 MHz FSB)
- ❖ 14.1" XGA and SXFA+ active matrix (TFT) displays
- ❖ Embedded Ethernet and Wireless
- ❖ Novell Client
- ❖ Symantec Anti-Virus
- ❖ Office 2003 – Excel, Powerpoint, Word, Access, Publisher (NO Outlook)
- ❖ Adobe Acrobat Reader
- ❖ WordPerfect 12
- ❖ Roxio EX CD
- ❖ Power DVD
- ❖ Quicktime Player
- ❖ Firefox
- ❖ Internet Explorer
- ❖ Java and Flash Plug-ins
- ❖ Spybot 1.4
- ❖ DVD/CD-RW

**Important Notes:** Upon return, the computer will be reimaged. **Any data stored on the computer will be destroyed.**

**The Loan Period** is for 7 days. A \$1.00 per hour fine will be assessed (with a one hour grace period), for a maximum fine of \$16.00 per day. Loans are NOT renewable unless authorized by WCL Administration. The computers are available on a first come, first serve basis for registered WCL students only.

**Support Requests** should be directed to the Student Help Desk on the 2d Floor of the Pence Law Library. The Circulation Desk does NOT support the laptops. Please visit the Help Desk, email [comptech@wcl.american.edu](mailto:comptech@wcl.american.edu), call x. 4361 or x. 4021, or enter an online support request at:

[http://www.wcl.american.edu/techres/complab/trouble\\_ticket.cfm](http://www.wcl.american.edu/techres/complab/trouble_ticket.cfm).

\*\*External Floppy Drives, USB Drives, USB Hubs, and Power Supplies are also available, but not loaned unless specifically requested.