More Information
For more information about University Policy and Procedures go to the security website at http://security.unc.edu or look at the following list of computing policies and laws:
- Campus Policies and Procedures: www.unc.edu/campus/policies.html
- UNC Computing Policy: www.unc.edu/policy
- UNC Data Network Acceptable Use Policy: www.unc.edu/policy/aupol.html
- ITS Onyen Policy: http://help.unc.edu/?id=1687
- Copyright Policy: www.unc.edu/policy/copyright.html
- North Carolina Computer Crime Act (Chapter 14 - Article 60) www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByArticle/Chapter_14/Article_60.html

ITS provides the following services:
- Network troubleshooting
- Exam scanning and classroom support for instructors
- Software and hardware troubleshooting and resolution
- Computer repair (CRC) for CCI computers
- Account management
- Software distribution and updates
- Residential computing services (ResNET)

As part of the university's coordinated technology plan, the Carolina Computing Initiative (CCI) aims to ensure that Carolina students, faculty, and staff have easy access to high-quality and affordable technology and can use it effectively.

ITS technical support is available to the UNC-CH computing community 24 hours a day 365 days a year. You can submit Help Requests to the ITS Response Center using any of the following options:
- Go to http://its.unc.edu/itrc and click on the “Submit a Help Request” link
- Call (919) 962-HELP
- Chat Online with the Help Desk at help.unc.edu/chat
- Walk-in locations and hours of operations can be found on the back of this brochure.

The ITS Response Center (ITRC) provides walk-in support at two locations:

In the basement of the R.B. House Undergraduate Library
(next to the Pit)

<table>
<thead>
<tr>
<th>Hours</th>
<th>Monday-Thursday 7:30AM - 10:00PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Friday 7:30AM - 5:00PM</td>
</tr>
<tr>
<td></td>
<td>Sunday 1:00PM - 10:00PM</td>
</tr>
</tbody>
</table>

Student and Academic Services Building
(South Campus)

<table>
<thead>
<tr>
<th>Hours</th>
<th>Monday-Thursday 7:30AM - 10:00PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Friday 7:30AM - 5:00PM</td>
</tr>
<tr>
<td></td>
<td>Sunday 1:00PM - 10:00PM</td>
</tr>
</tbody>
</table>
Access to University Computer Resources

Access to the University computer resources is a privilege and may be revoked from any user at any time without notice at the sole discretion of the President, Regents, Chief Information Officer (CIO), Department Director, Information Technology (ITS) Security, or other authorized representatives. Users that violate these policies, procedures, or laws are subject to disciplinary action including, but not limited to, those outlined in the Student Code, Staff Handbook, Faculty Handbook, and applicable laws.

User awareness of University Computer Resources

Users should be aware that their use of University computing resources is not completely private. Although the University does not routinely monitor individual usage of its computing resources, the normal operation and maintenance of the University’s computing resources require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other activities that are necessary for providing service, in addition to meeting internal auditing requirements or specific investigations. Further, individual users should be aware that their communications could be subject to public request for disclosure under the Open Records Act.

Questions regarding Computer Policy

Should you have any questions regarding computer policy or proper conduct, please contact the UNC Help Line at 919-962-HELP or via e-mail at security@unc.edu.

POLICIES & PROCEDURES

Tips on What to Do:

- Comply with ALL University policies, procedures, and laws.
- Use systems and networks only for authorized use.
- Protect your IDs and keep them confidential as users are responsible for all activities that originate from their accounts or systems.
- Access only the information that you are authorized to use.
- Respect licensing and copyright laws.
- Use systems and networks responsibly, ethically, and legally.

Tips on What Not to Do:

- Harass or intimidate using any system, network, e-mail, etc.
- Attempt to gain unauthorized access to any resource.
- Engage in any activity that infringes on the ability of others to use the network or other resources, such as uploading or downloading music or movies.
- Use software that could be harmful to the network or other resources.
- Install any unauthorized equipment on the network.

University of North Carolina
Information System Policies and Laws

The University’s computer systems and networks are shared resources used by many individuals to carry out the University’s mission of teaching, research, and service. Use of these resources must be ethical, reflect academic honesty, respect the rights of other users, demonstrate respect for intellectual property and ownership of data, respect system security mechanisms, and promote an environment free from intimidation and harassment.

It is each user’s responsibility to keep remain fully aware of all policies and understand them, or seek clarification from appropriate authorities in case of doubt or ambiguity. The full text of the policies is posted at: www.unc.edu/campus/policies.html