

# End-Point Computing

## Amazon AppStream

Access the application catalog here! [emu.edu/appstream](http://emu.edu/appstream)

Amazon AppStream is available as a service for all faculty, staff, and students to access EMU Apps anywhere, anytime, and from any device, including personal computers. Click on an app and sign in with your ROYALS username and password to get started. Network storage is accessible from within AppStream apps.



[Appstream: Access to network storage and Google Drive](#)

[Appstream: Applications List](#)

[Appstream: Accessibility Features](#)

Service Attributes
<b>Service Category</b>
End-Point Computing
<b>Service Name</b>
Amazon AppStream
<b>Audience</b>
Faculty, Staff, Students, Affiliates, Retirees
<b>Service Cost</b>
There is no charge for this service
<b>Managing Team</b>
User Services
<b>Applications</b>
AWS

## Application Deployment

### EMU Applications

On every EMU workstation there is an icon on the desktop labeled EMU applications. Double click this icon to see a list of applications available for install. In this list there is an entry labeled "Ninite Application Update Standard". Highlight this entry and choose Install at the top. When prompted click download, then run. This will update any application that came pre-installed, including but not limited to Mozilla Firefox, Chrome, Java, Adobe products, Cute PDF, VLC Player etc.

IMPORTANT: Any program needing an update must be closed at the time this is run or it will not update. Updating may take up to 25 minutes to complete. This section doesn't apply to Jenzabar J1 updates.

### JAMF

JAMF is used to manage Mac computers and deploy software.

### PDQ

PDQ is used to manage Windows lab computers and deploy software.

# SCCM

SCCM is used to manage Windows employee computers and deploy software.

Service Attributes
<b>Service Category</b>
End-Point Computing
<b>Service Name</b>
Application Deployment
<b>Audience</b>
Faculty, Staff
<b>Service Cost</b>
There is no charge for this service
<b>Managing Team</b>
User Services
<b>Applications</b>
JAMF, PDQ, SCCM

## Computing Devices

Information Systems (IS) manages over 800 computers for the EMU community. These are used by Faculty, Staff and student computer labs. Our current policy requires IS to provide a standard desktop computer to every faculty member and all staff members who have jobs that require access to a computer. The computer is provided for employees to complete their job requirements. It is not a replacement for a personal computer. All software installed on EMU computers needs to be legally licensed.

## Desktops

A standard desktop for faculty and staff is either a Mac Mini or a Dell Optiplex desktop computer. It is the choice of the employee. Standard desktops can be procured by IS with adequate warranty coverage for about \$800.

## Laptops

If a faculty or staff member prefers to have a laptop, IS is willing to facilitate the upgrade of a desktop to a laptop, provided the department funds the amount over \$800. The current standard laptop configurations are an Apple MacBook or a Dell Latitude. IS can procure these laptop computers for about \$1,800 - \$2,000 (so the department would need to cover \$1,000 - \$1,200). This cost includes a full three year warranty.

Any faculty or staff interested in pursuing a laptop option should contact the Helpdesk to begin the process.

[EMU Laptop Best Practices](#)

## Additional Computers

IS has the responsibility to provide one computer for each full-time faculty and staff who requires a computer to perform their assigned job responsibilities. Any technical resources beyond one standard computer need to be funded by the department of the employee requesting the additional resources.

If a four-year old computer will meet the needs of the employee, then a computer will be provided with no extra charge. However if there are specific requirements for the computer or a newer model is needed then the department will need to fund the full purchase cost.

## Chromebooks

Chromebooks come in a portal form factor similar to a laptop. They use less power which results in longer battery life. Chromebooks run Chrome OS, this gives users access to anything that is available via a web browser.

## Mobile Devices

EMU has standardized on iPads for tablets. If you are thinking about getting a tablet check out [Mobile Devices](#).

### Service Attributes

#### Service Category

End-Point  
Computing

#### Service Name

Computing Devices

#### Audience

Faculty, Staff,  
Affiliates

#### Service Cost

There is no charge for desktops. Departments will be asked to partially fund laptops and fully fund additional devices.

#### Managing Team

User Services

#### Applications

There are no supporting applications associated with this service

## Imaging Devices

## Multi-Function

- Ricoh multi-function devices are leased from Ricoh for four years.
- IS determines the location where devices are placed.
- PaperCut is utilized to manage cost allocations for departments.
- Finishing capabilities will be added upon requests.
- Multi-function devices that are under-utilized will be moved or funded by the department.
- [Location of Ricoh Multi-Function Devices](#)

## Printer

- HP printers are purchased as needed.
- IS determines the location where devices are placed.
- PaperCut is utilized to manage cost allocations for departments.
- Locally connected printers are fully funded by the department including consumables.
- A raspberry pi device may be added to allow access to the Royal Printer.

- [Print on Campus](#)
- [Royal Printer](#)

## Scanner

- Scanning is available on every Ricoh multi-function device.
- Locally connected scanners are fully funded by the department.

### [Paper and Toner](#)

#### Service Attributes

#### Service Category

End-Point  
Computing

#### Service Name

Imaging Devices

#### Audience

Faculty, Staff,  
Students, Affiliates,  
Guests

#### Service Cost

The cost of imaging  
is charged back to  
the department or  
user.

#### Managing Team

User Services

#### Applications

PaperCut

### Loaner Equipment

## Reserving Equipment

Faculty/Staff can reserve Helpdesk equipment by going to [emu.libcal.com](#) or by contacting the Helpdesk.

- Standard check-out times for all equipment is two weeks for students and a semester for faculty and staff.
- Broken or lost equipment will be charged to the student or department account for faculty/staff for the replacement cost
- Fines
  - Renewal late-fee is \$5/day until the item is renewed
  - Late fee is \$5/day until the item is returned

EMU Equipment is for EMU events only and not available for rent.

## Equipment Available

The complete catalog of equipment can be found at: [emu.libcal.com](#)

- Chromebook
- Inflatable Screen
- Portable Bluetooth Speaker
- Portable PA System
- Presentation Clicker

- Projector
- Tripod
- USB Microphone
- Webcam

Service Attributes
<p><b>Service Category</b></p> <p>End-Point Computing</p>
<p><b>Service Name</b></p> <p>Loaner Equipment</p>
<p><b>Audience</b></p> <p>Faculty, Staff, Students, Affiliates</p>
<p><b>Service Cost</b></p> <p>There is no charge for this service</p>
<p><b>Managing Team</b></p> <p>User Services</p>
<p><b>Applications</b></p> <p>LibCal</p>

## Mobile Devices

### EMU Owned vs. Personally Owned

Employees that are assigned mobile technology must understand the following about EMU owned mobile devices:

- The device is owned by EMU for their use while they are an employee at EMU.
- EMU can confiscate technology at any moment (when requested by administration or for network security).
- Personal data can be stored on it, but it is the employee's responsibility to back it up.
- Personal data may be lost at any moment due to hardware failure. EMU will not use resources to recover personal data.
- If the device is lost or stolen, Information Systems should be notified immediately to determine the extent of data breach. Information Systems may erase the contents of the device remotely.
- The employee should take reasonable precautions to prevent theft or accidental damage to the device.
- The employee is the primary user of the device. It is not appropriate to allow family members prolonged access to the device.
- EMU devices are managed devices and may behave differently than your personal devices.
- EMU management software will take inventory of software/applications installed on the device.
- EMU equipment is labeled and tracked in a central database.
- Information Systems will provide support for the device and facilitate repairs and warranty claims.

Employees that use personally owned mobile devices should understand the following:

- EMU software or applications cannot be installed on personally owned devices.
- EMU confidential data cannot be stored on mobile devices (tablets, laptops, flash drives, external hard drives) or in cloud applications like Dropbox.
- WebVPN is the recommended solution for connecting personally owned devices to EMU VPN resources. (Exceptions can be directed to the Director of Information Systems.)

## EMU Owned iPads

If your department would like to purchase an iPad here is the information Information Systems needs to make the purchase:

- What account number will be used for the purchase?
- Which model?
- How much storage?
- Wifi only (EMU does not pay for data plans. Questions can be directed to the VP of Finance.)
- What accessories do you want purchased? (cover, keyboard...)
- AppleCare will not be purchased unless you explicitly ask for it to be purchased. Your department accepts financial responsibility for any costs associated to accidental damage.

## Operating Systems

We provide the following operating systems on EMU devices:

- Chrome
- iOS
- Mac
- Windows

### Service Attributes

#### Service Category

End-Point  
Computing

#### Service Name

Mobile Devices

#### Audience

Faculty, Staff

#### Service Cost

Departments fully fund the purchase of a mobile device.

#### Managing Team

User Services

#### Applications

JAMF

**Service  
Attributes**

**Service  
Category**

End-Point  
Computing

**Service  
Name**

Operating Systems

**Audience**

Faculty, Staff,  
Students, Affiliates,

**Service Cost**

There is no charge  
for this service

**Managing  
Team**

User Services

**Applications**

Chrome, iOS, Mac,  
Windows

**Personal Devices**

Personal devices can be connected to the EMU wireless network. Instructions for connecting your device can be found at:

- [Connect a computer, phone, or other device to the EMU Wi-fi](#)
- [Connect a Game Console, Smart TV or Streaming Device](#)
- [Personal Routers and Wireless Access Points](#)
- [Wireless Printers](#)

The Helpdesk can assist with connecting your device if you encounter problems. The Helpdesk does not assist with hardware or software issues on personal devices.

A list of local businesses that provide tech support can be found at:

- [Harrisonburg Tech Support](#)

**Service  
Attributes**

**Service  
Category**

End-Point  
Computing

**Service  
Name**

Personal Devices

**Audience**

Faculty, Staff,  
Students, Affiliates,  
Guests

**Service Cost**

There is no charge  
for this service

**Managing  
Team**

Network Systems

**Applications**

iOT Registration