

**Title:** Portable Digital Assistant (PDA)

**Applicable:** Furman University (Students, Faculty and Staff)

**Contacts:** The Computer Help Desk ext.3277

**Background:** As PDA devices have become more prevalent on campus, the support of these devices has begun to utilize extensive amounts of support staff time. Due to the increased number of support requests we have received for these devices, it has become necessary to create a policy surrounding their support.

**Policy:** Computing and Information services will assist users that have PDA devices issued to them by the University, provided that the device is capable of synchronizing with the University's e-mail system and with the user's Furman-owned computer.

- 1) If the handheld device is capable of synchronizing with Furman's e-mail system, C&IS will assist the user in configuring their device to synchronize with their Furman e-mail account on their Furman owned computer. Transference of all data is the responsibility of the user. C&IS will provide documentation for the setup and synchronization of PDA devices compatible with Furman's electronic mail and calendaring system.
- 2) If a device is not compatible with a user's Furman owned computer, C&IS is not responsible for providing a computer that will synchronize properly.
- 3) All PDA's purchased for Furman use must be purchased through C&IS. C&IS is only responsible for supporting Furman purchased PDA's and is not responsible for data loss associated with a synchronization problem or hardware failure. C&IS will not assist with the restoration of any personal data.
- 4) Any hardware problems should be directed to the manufacturer of the device. C&IS offers no hardware troubleshooting or repair.
- 5) C&IS will coordinate support for PDAs that were purchased through C&IS.