

## How Do I Prepare for a Computer Replacement

The following guide has been prepared to assist you in planning for the delivery of your new computer. Any of the steps you can complete beforehand will ensure a smooth transition with the delivery, setup, and data migration of your new computer.

### Part 1: Things You Can Do Before your new computer Arrives

Backup your files that are saved on your local drive (C drive):

- Documents
- Videos
- Pictures
- Music

Instructions on how to Backup Files to OneDrive : [How to Save to OneDrive](#)

Note: Files stored on network drives such as your H Drive, G Drive and other departmental drives are saved on our network and do not need additional backups.

Personal Files: We are not responsible for backing up or recovering any of your personal files, pictures, or music that are saved on your JU issued computer.

Programs and Application Software:

As part of our standard office computer deployment, your new computer will arrive with some standard applications pre-installed. They include:

- Office 365 (Outlook, Word, Excel, PowerPoint, OneNote & Access)
- Microsoft Teams
- Chrome Web Browser
- Firefox Web Browser
- Adobe Reader
- VLC Media Player
- AppArmor
- ESET Antivirus

Network Drives Create a screenshot of your current mapped Network Drives.

How to Screenshot Mapped Drives: [Screenshot Mapped Drives](#)

Browser Favorite/Bookmarks:

Export and Import favorites/bookmarks from your preferred browser:

- [Instructions for Google Chrome](#)
- [Instructions for Microsoft Edge](#)
- [Instructions for Firefox](#)

Printers:

Create a screenshot of your current printers installed:

- [Screenshot of Current Printers Installed](#)

Other Hardware & Specialty Equipment:

Provide us with a list of additional or specialized hardware connected to your existing computer and would like to have it installed on your new computer.

• Other Hardware may Include:

- Scanner
- Desktop Printer
- Specialized Hardware

Remote Work: Provide details of applications you use to work remotely.

Examples include: Remote connection into your office workstation, connecting via VPN, or using Jabber.

Please provide your current workstation number (Ex. JU12345)

- You can find your JU number on the:
  - Side of your Desktop (on a JU sticker)
  - The bottom of the Laptop (on a JU sticker)

## Part II: What to expect when your new computer is delivered

1. A JU Technician will reach out requesting you stop by the office to have your new computer picked up if it is a laptop, if it is a desktop on the other hand, they will arrange a time, that is convenient for you to complete the setup.

2. Once your newly delivered computer has been verified, and your files and applications have been properly restored, your old computer will be removed from your office and recycled appropriately.
3. Your hard drive will be removed and stored in a secure location for three months and then will be destroyed. Once your hard drive has been destroyed, the data that existed on the hard drive is no longer recoverable.

### Part III: Post Installation Assistance

If you need additional assistance AFTER your computer has been delivered, setup, & verified by a JU Tech, please contact the IT Help Desk to open a new request for additional assistance.

The Help Desk can be reached at x7200 or [helpdesk@ju.edu](mailto:helpdesk@ju.edu).