

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 I: Things to do BEFORE your new computer arrives

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

- Documents
- Videos
- Pictures
- Music

[Click here for instructions on how to back up/save your files 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.

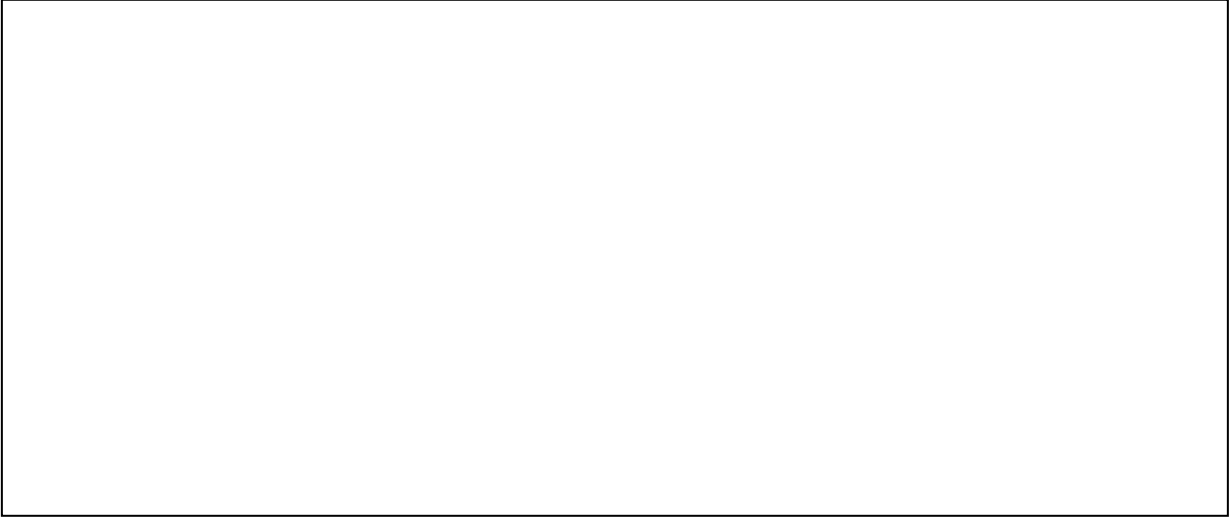
Personal Files: We are not responsible for backing up or recovering any of your personal files, pictures, or music that are saved on your JU issued computer.

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

If you require additional or specialized software be installed, please list the programs so we can arrange to have a Tech install them on their follow-up visit.



Network Drives

Create a screenshot of your current mapped Network Drives.

[Click here for instructions on how to create a screenshot of your mapped Network Drives.](#)

Browser Favorite/Bookmarks:

Export and Import favorites/bookmarksnew from you preferred browser.

[Instructions for Microsoft Edge](#)

[Instructions for Google Chrome](#)

[Instructions for Firefox](#)

Printers:

Create a screenshot of your current printers installed.

[Click here for instructions on how to create a screenshot of your installed printers.](#)

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 specify your current workstation number (ex. JU12345)

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

1. JU will have additional technicians from DELL delivering and connecting your new computer. The DELL technician will only be there to connect and do the initial setup of your new computer.
2. A JU Technician will visit separately to assist with re-establishing services such as your printers, mapped drives, and installing non-standard applications.
3. 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.
4. 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.

Do not contact the member of the IT Help Desk Team who delivered and setup your computer directly.

The Help Desk can be reached at x7200 or helpdesk@ju.edu .