Policy and Procedure:
Apple Computer Support policy

Scope
This policy applies to the College of Dentistry’s support of Apple computer products

Policy

1. All University purchased Macs which are the user’s primary office computer must be attached to the wired network (no wireless), joined to the domain and accessed by the user logging in with their hawkid and hawkid password.

2. Each faculty or staff office will have one primary computer. If the user wants/needs a Windows PC in addition to the Mac, then the department is financially responsible for the purchase of an additional PC and provide an additional wired network port.

3. Axium/MiPacs access for Macs will be available via the Remote Desktop server.

4. Technology & Media Services (TMS) will only support the current Apple operating systems (OS).
   a. If a Mac has an OS older than Apple supported versions, then it must be upgraded or removed from the network, including the wireless network.
   b. Apple supports 3 versions of their OS. The current Mac OS is 10.11, so we will support 10.9, 10.10 and 10.11.

5. The College of Dentistry does not support dual operating systems on a Mac.
   a. Dual boot (i.e. boot camp) or virtual machines for Windows cannot be managed effectively on a Mac.
   b. If you need a Windows computer see item 2 above or contact TMS for assistance.

6. All Macs will have SCEP (virus protection) and MS Office installed.
   a. If users need additional software installed, they can contact the helpdesk to install it for them.

7. All Apple products, desktop, laptop and tablet computers will be managed via the ITS Casper service.
   a. This will allow TMS to remotely manage Macs, remotely install software, verify up to date antivirus software is installed and all installed software is properly licensed.
8. The College of Dentistry does not support personal Macs that have been brought into the college and connected to the wired network, either laptops or desktops.
   a. If a personal Mac is being used as a primary office computer and is attached to the university wired network, it must be removed and replaced with a College of Dentistry purchased machine. The department is responsible for providing funds for this purchase.

All of these items are consistent with University and COD Windows polices.

Resources