

School of Electronics, Electrical Engineering and Computer Science (EEECS)

Support Policy for Personal Devices (BYOD)

1. Introduction

At Queen's University Belfast (QUB), the School of Electronics, Electrical Engineering and Computer Science (EEECS) recognises that personal laptops, tablets, and smartphones play a vital role in teaching, learning, and assessment. This document outlines the scope and limitations of IT support available for **Bring Your Own Device (BYOD)** within EEECS.

This policy complements (and does not replace) University-wide QUB IT and BYOD policies and applies to all undergraduate, postgraduate taught, and postgraduate research students within EEECS.

2. Scope of Support (What We Can Help With)

The EEECS IT Team and the University IT Service Desk provide best-effort support for personal devices. This support is limited to enabling access to Queen's University digital services and includes:

- **Connectivity**
Assistance with connecting personal devices to the **eduroam** wireless network.
- **University Accounts and Services**
Support for access issues relating to:
 - QUB email
 - Canvas
 - Queen's Online (QOL)
- **University-Licensed Software**
Guidance on installation and sign-in for:
 - Microsoft 365
 - Other University-licensed software where supported on personal devices
- **Multi-Factor Authentication (MFA)**
Assistance with setting up and using the Microsoft Authenticator app on a personal mobile device.

Support is primarily advisory and may involve guidance, documentation, or referral to official University resources rather than hands-on configuration of the device.

3. Support Limitations (What We Cannot Do)

To protect students, staff, and the University from legal, security, and liability risks, the following activities are outside the scope of support.

3.1 Hardware Maintenance and Repair

The IT team cannot perform physical maintenance or repairs on personal devices. This includes, but is not limited to:

- Repairing or replacing screens, batteries, keyboards, or ports
- Opening devices to inspect internal components
- Upgrading or replacing RAM or storage (HDD/SSD)

Reason: Physical work on personal devices may void manufacturer warranties and exposes the University to liability for accidental damage.

3.2 Personal Software and Operating Systems

While assistance is provided for University applications, the IT team is not responsible for the configuration or health of personal operating systems (including Windows, macOS, Linux, iOS, or Android). We do not provide:

- Operating system re-installs, upgrades, or factory resets
- Troubleshooting of personal or third-party software
- Driver-level troubleshooting unrelated to University services
- Malware or virus removal beyond general advice and signposting

Devices running unsupported or end-of-life operating systems may experience limited or no access to University services.

4. No Accountability and User Responsibility

In line with the QUB BYOD Policy:

“Queen’s University Belfast is not accountable for conflicts or problems caused by using unsanctioned media, hardware, or software on BYOD.”

Students remain solely responsible for:

- The security and maintenance of their personal devices
- Regular backups of personal and academic data

- Ensuring software and operating systems are kept up to date
- The physical condition and safe use of their equipment

The University accepts no responsibility for data loss, device failure, or disruption arising from the use of personal devices.

5. If Your Device Fails or Is Unavailable

If a personal device becomes unusable, the University provides alternative facilities to minimise disruption to studies:

- **Laptop Loan Lockers**
Short-term loan laptops are available in the McClay Library (Ground Floor) and selected branch libraries.
- **Student Hardship Fund**
Students unable to afford repair or replacement of an essential device may be eligible for financial support.
Contact: **studentadvice@qub.ac.uk**

Students are encouraged to plan ahead and be familiar with on-campus computing facilities as a contingency.

6. EEECS-Specific Guidance

Some EEECS modules require specialist software or development tools. Where possible, these are provided via:

- On-campus PC laboratories
- Remote or virtual Horizon lab environments (where available)

Students should not assume that all required software can be installed or supported on personal devices.

7. Policy Review

This policy may be reviewed periodically to reflect changes in University services, security requirements, or academic delivery.

Document prepared for the School of Electronics, Electrical Engineering and Computer Science (EECS), Queen's University Belfast.