Richard Stockton College of NJ Hardware & Software Support Guidelines
(for personally-owned equipment only)

This guideline applies to all students, staff, and faculty using their own (non college-owned) computer equipment on or off campus.

The Office of Computer and Telecommunication Services is charged with providing for the computing and information communication needs of the college community. As part of that charge the department provides the technical services necessary to establish and maintain information, instructional delivery and communication systems that appropriately support the administrative, academic and auxiliary operations of the institution. The Department of Computer and Telecommunication Services is here to support the use of a personally owned computer for connectivity to our resources.

Computer and Telecommunication services can provide telephone support to assist our community members through connectivity failures by:
- Assisting in the installation and configuration of connectivity software (e.g., VPN client)
- Evaluating hardware/software issues that may be interfering with connectivity
- Suggesting useful non-College resources

If your computer problem is beyond the scope of the Help Desk’s ability to provide assistance, there are several options for you to consider:

1. Check your warranty information, and consult with your computer’s manufacturer or vendor. They will have the best information about your computer hardware, and they will be able to tell you what free or low cost repair services you may qualify for as part of your warranty.
2. You may wish to contact a technician at a computer repair shop. There are several repair shops in Atlantic County - look in the Yellow Pages under Computers-Dealers. Computer Services does not provide recommendations for any particular repair shop. We suggest that you talk to staff at several shops to compare prices and services before making the choice to commit to one.