Laptop Loan Terms & Conditions

What we offer
City University London, IT Services offer short-term laptop loans available to staff. You can borrow an up-to-date standard Dell laptop which includes the following software:

- Microsoft Windows 7 Professional
- Microsoft Office 2013 Professional
- Symantec Anti-Virus software

Additional items includes:

- Network cable
- Power supply
- Mouse
- Laptop bag

Loan period and notice
Staff can borrow a laptop for up to a maximum of 7 days, including weekends, subject to availability. We require a minimum of 7 day's notice in advance of borrowing the laptop.

Procedure for booking
To borrow a laptop you must log a service request ticket on Service-Now https://cityuni.service-now.com/.

You must complete the online laptop booking form with your details or the details of the person you are booking for if it’s on behalf of a staff member. You must confirm that you have read and understood this document. By confirming, you are liable for the care and security of the laptop you book.

Once your request has been submitted on Service-Now and the laptop is available for collection, you will receive a confirmation email. If a laptop is not available then a member of the Service Desk team will contact you.

Installation of software is not permitted on the laptops. However, if you require any particular software installed then please advise us of your requirements when completing the online booking form.

Please note, bookings will be not be accepted until a booking form has been fully completed.

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Collection
Equipment can be collected by the person named on the booking form or on behalf of another staff member. A University staff card will need to be presented upon collection along with the service request reference number.

Location collection points
- Northampton Square, Drysdale building, Service Centre, Room E101 (Monday to Friday, 9am-8pm)
- Cass Business School - Bunhill Row, Library, First floor (The Cyril Kleinwort Learning Resource Centre, Monday to Friday, 9am-8pm)

Data
It is advisable to save all work to either a USB pen/flash drive as all files on the hard drive will be deleted once the laptop is returned and cannot be recovered.

You must adhere to the University's regulations regarding computer use. Please see University policy for further information.

https://intranet.city.ac.uk/staff/info_compliance/info_compliance/conditions_of_use.html

Laptop care
The laptop must only be used for University purposes. You are responsible for the safety and security of the laptop whilst on loan to you. On return, the laptop will be inspected for damage.

Please report any missing items or faults as soon as possible. Cost of repairs or replacement may be charged to the borrower or departmental code. Please do not attempt to fix the problem yourself as this could invalidate the warranty and leave you liable for damage/replacement costs

Returns, late Items and extensions
Please return the laptop on the agreed date between the hours of 9-8pm, Monday to Friday. A late return can deprive other users from booking the laptop and may prevent your borrowing rights in the future.

If you borrow a laptop, and for any reasons you cannot return it on time, you must contact the Service Desk team as soon as possible either at one of the location service points or by phone on 0207 040 8181.

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