OCIS Student Computer Support Policy

**Important Support Note:** Depending on the nature of the problem, it may be necessary to restore your computer back to its original settings. This process will wipe out all data files and programs you may have installed on your laptop. Make sure to **back up your data regularly** and, if possible, make a backup of your data before submitting the laptop for repair.

**DDS Students**
OCIS provides limited support to DDS student laptops, as described in the School of Dentistry's BYOD Support policy.

**Email:** All students at the School of Dentistry use UNC-CH's email system (addresses ending in @unc.edu).

**Undergraduate Dental Hygiene Students**

**Laptop Requirement:** General University requirements.

**Initial Setup:** Through CCI program on campus.

**Support:** Provided by campus ITRC. OCIS does not provide support.

**Email:** Undergraduate dental hygiene students use campus email addresses (addresses ending in @unc.edu).

**Graduate Students in Clinical Master's Programs**
Graduate Students in the Oral Radiology and Orthodontics programs have specific laptop requirements.

**Laptop Requirement:** Each student in these two programs must purchase one of the Lenovo models offered through the CCI program upon entry into the three-year program. For current models and rates [click here](#).

**Exceptions to requirement:** Any exceptions to above requirements must be approved by director of Graduate Studies and by the director of OCIS.

**Initial Setup:** OCIS conducts setup sessions during orientation in July.

**Support:** OCIS provides full service for CCI laptops in the Oral Radiology and Orthodontics programs: software and hardware (through campus CRC). Support of non-CCI laptops is limited (no hardware support, partial software support). Owners of non-CCI laptops must buy the
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Microsoft license from Student Stores and show proof of purchase for OCIS to work on their computers. OCIS provides loaner laptops in exchange for laptops being repaired.

Email: All graduate students use UNC's email system (addresses ending in @unc.edu).

Access to Electronic Patient Records (EPR): EPR is installed and configured on each student's laptop including access to student evaluation system.

Graduate students in endodontics, operative dentistry, oral pathology, pediatric dentistry, periodontics and prosthodontics are required to have a laptop, subject to the school's BYOD Support Policy.

Graduate Students in Non-Clinical Master's and PhD Programs
This section applies to graduate students in the following programs:

- Dental Hygiene
- Oral Biology
- Oral Epidemiology

Laptop Requirement: None. Computers are provided in office areas.

Support: OCIS does not support personally owned laptops. If you purchase a laptop through the CCI program, it will be supported by ITRC. OCIS provides full support for school-owned computers and laptops installed in the clinical and office areas.

Email: Graduate students use UNC's email system (addresses ending in @unc.edu).

Access to Electronic Patient Records (EPR): In graduate programs where you serve as an instructor in student clinics, you may access the EPR and Student Evaluation System from school-owned computers or via a terminal server connection.

Graduate Students in Certificate Clinical Programs
This section applies to Graduate Students in the following programs:

- Advanced Education in General Dentistry (AEGD)
- Oral Surgery (OMFS) residency
- General Practice Residency (GPR)

Laptop Requirement: None. Computers and laptops are provided in clinical and office areas.
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**Email:** AEGD and OMFS graduate students use UNC's email system (addresses ending in @unc.edu). GPR students get a School of Medicine email account (addresses ending in @med.unc.edu).

**Access to Electronic Patient Records (EPR):** From school-owned clinical and office computers and laptops only or via a terminal server connection.