OCIS Support Policy

Software Supported by OCIS

Operating Systems

- MS Windows 7
- MS Windows 8.1

Application Software

- MS Office 2010, MS Office 2013
- MS Internet Explorer 11, Mozilla Firefox, Google Chrome
- EPR

What is NOT Supported

- Beta versions of any software (including Microsoft applications) should never be installed on your computer.
- Upgrades to supported software not approved by OCIS (except windows/office security updates from Microsoft)
- Freeware and shareware programs, including web-shots, screen-savers, desktop animations, games, etc.

Important Note: If you choose to install unsupported software, you are doing so at your own risk. Should this software cause problems with your computer, your request for service will be placed at the bottom of our work queue and will remain there until all legitimate requests are serviced.

Computers Supported by OCIS

For information on support for student computing, see the Student Computing Support policy on the OCIS website.

Computers purchased through the UNC CCI contract with Lenovo

OCIS offers full support for School of Dentistry computers bought through the UNC CCI contract with Lenovo. Models available include four laptop models, a desktop model and a tower model. See our departmental purchasing equipment policy for more information. We offer software support locally and will manage hardware repairs for you through the CRC (UNC-CH Computer Repair Center).

Windows-based PCs not on the CCI contract

OCIS offers only software support for Windows-based PCs not on the CCI contract. Purchase of such computers must be approved beforehand and will only be approved for special applications that have requirements that cannot be met by the Lenovo models. You will be responsible for your own hardware support which must be purchased as a three or four year on-site support contract with the vendor. See our special instructions under the departmental purchasing equipment link for more information on obtaining approval and making special orders.