

KSC Smartphone Syncing Service Support Agreement

The IT Group is excited to offer a smartphone syncing service to KSC faculty and staff. The syncing service is being offered to those using a Blackberry or a device that uses ActiveSync. This service will provide you access to over-the-air syncing of your KSC email, calendar, and contacts to your device.

What smartphones can use this service?

- Blackberry devices
- Any smart device that uses ActiveSync

Smartphone Syncing Service and Support Plan

HelpDesk supports...	<p>A connection to our Blackberry Enterprise Server Express or ActiveSync</p> <p>Service is request by submitted this form: http://www.keene.edu/it/helpdesk/smartphonesyncrequestform.cfm</p> <p>Support is provided by contacting the KSC HD, helpdesk@keene.edu or 603-358-2532</p>
HelpDesk cannot support...	<p>Hardware issues with devices HD cannot not address issues related to your smartphone device (battery life, power button, fading screen). These types of issues will need to be directed to your cell phone service provider.</p>
HelpDesk cannot support...	<p>Software issues with your device HD cannot address issues related to upgrading your smartphone operating system, configuring specific features (voice activation, shortcuts). These types of issues will need to be directed to your cell phone carrier vendor.</p>
HelpDesk cannot support...	<p>Phone Quality of Service HD cannot address issues related to the quality of cell/data service. These types of issues will need to be directed to your phone carrier vendor.</p>
HelpDesk cannot support...	<p>Applications or Operating System Upgrades HD cannot address issues related to downloading or configuring apps. These types of issues will need to be directed to your phone carrier vendor.</p>

FAQ

1. Is there a cost?

- There is no cost to use the Smartphone Syncing Service

2. What do I need from my service provider?

- You must have a data plan that supports a connection to an Exchange server. If you are not sure if you have a data plan, please contact your service provider.

3. What kind of security exists with the Smartphone Syncing Service?

Encryption

- Emails sent from your device to other KSC faculty/staff are encrypted.

Required Password PIN

- In order to use the KSC smartphone syncing service, you are required to establish a password PIN on your device. If you do not currently have one set on your device, you will be prompted to create a PIN when your syncing service is configured.
- You will be required to enter the password PIN after one hour of inactivity on your device.

Lost device

- If you lose your smartphone device, you are expected to contact the HelpDesk as soon as possible so ITG can disable your syncing service.
- Also contact your cell phone carrier to report a lost or stolen phone.
- At your request, ITG has the ability to do a remote wipe of your device.

4. What happens next?

- By completing the smartphone syncing service request form, you are indicating that you understand and agree to the information outlined in the Smartphone Syncing Service and Support Plan
- HelpDesk staff will contact you with the configuration information you will need to configure your device

5. What if I configure my device using the information provided and it still doesn't work?

- The HelpDesk will configure your account on our ActiveSync device or Blackberry to ensure the connection to our servers is working
- If we are
 - **unable** to successfully configure your account on our test devices, we will continue troubleshooting.
 - **able** to successfully configure your account on our test devices, we will direct you to your service provider.