

HelpDesk Support

Wide Area Networking

Web Services

Network Maintenance

John Peterson Consulting,

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your PC and don't go back to that webpage again.

Phone: (541) 671-5833

info@jpci.com

www.jpci.com



Computer/Network Usage Policy

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Responsibilities of the client under this contract: Please initial each point below to indicate that you understand you
responsibility. As long as your responsibilities have been met as listed, you will NEVER be billed for any service normally
covered under your contract level. Any work required because you did not fulfill this responsibility, however, will be billable
and due on receipt.
All computers need to be left powered-on at all times so vital security updates can happen and so after-hours

	All computers need to be left powered-on at all times so vital security updates can happen and so after-hours maintenance by IT staff can be performed. Before you leave for the day, log out of your computer to secure it and to
	close files that are held open by being logged in (locking the screen or "sleeping" will not release open files so they
	can be backed up). If you take a company-owned notebook home with you at night, power it up and connect it to the
	Internet so it can receive updates and so remote maintenance can occur. If it's off, sleeping or hibernating, this won't
_	happen. Every day that a system is offline leaves it open to hacking by over a million new malware strains.
	All systems need to have Atera Agent, Webroot & Splashtop Streamer installed. DO NOT uninstall these!
	Support requests must come in the form of a HelpDesk ticket. there's a "Get Support" icon on every desktop, or you can go to www.jpci.com using any browser and click Help! on the top menu bar. Email and voicemail are OK for <u>questions</u> that aren't urgent and don't require tech support these aren't even checked until all pending support tickets have been completed, so a response probably won't happen till the next business day.
	Save all important data in your cloud folders (Desktop, Documents, Pictures or SharePoint Team Site) Windows
	automatically saves files stored in these locations to the cloud. If you save your files anywhere else, they will be lost if
	your computer dies.
	Installation of software without IT approval is prohibited. If you require software that has not been installed in order to
	perform your job, check with JPCI first to make sure it's safe. Limit your downloads to documents required to perform
	your job, NOT app installers. Microsoft Update automatically updates any drivers you use, so third-party driver software
	in not needed. Any software created in China (TikTok, RedNote, CamScanner, etc.) is controlled by their MSS (state
_	police) and anything on the device you install their software on will be sent directly to them.
	UN-installation of software is only to be done by IT. if you want something uninstalled because it is preventing you from
	performing your job, submit a support ticket to JPCI requesting the uninstallation. Much of the software installed on your system is required for security purposes and application functionality.
_	
	ALL users need to use a strong password (16-20 characters in length, including at least one character from each of the following groups: uppercase, lowercase, numbers and symbols). This will be your Windows, cloud and email password. It should not contain your name or anything easily guessable (spouse, child, or pet name) or discoverable from your social media accounts, or numerical sequences like 1234 or 9999. Notify JPCI immediately if you think it has
	been compromised. Never share it with anyone other than management, don't leave a written note where it's visible
	to others and don't change your password yourself (there are systems running in the cloud that rely on all your
	passwords being synced. DON'T use your work password on any other sites if those sites get hacked, the bad guys
	have your work login credentials, too.
	Never open email attachments that you weren't expecting even if it appears to be from a legitimate source. The hackers
	who use "phishing" schemes are very good at creating emails that look identical to "real" emails, so if you're in doubt,
	contact the supposed sender (but <u>not</u> by just hitting reply) to see if they really sent you the attachment.
	Never call the number given in a pop-up claiming to be tech support. These are a scam that is designed to let them
	into your system so they can install a "back door" and later steal your identity and banking information. Just restart



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Signature	Company	Date	
I have read and understand the Compu personally responsible for any fines or job requires accessing medical informa	parts/labor charges caused by r	ny not following them. I also understa	
use any device with Internet access	(including your phone - using y	Desktop. If you can't get to the Windour cellular data plan if the work netwern beauties and to go to the same support personant to go to the same support personant p	vork is down)
of infecting your work PC with malwa Streaming music is fine as long as the speed available for everyone on	re or unknowingly installing a "bayour admins have approved it (the network to use).	social media, YouTube, etc.) to lesse ack door" for hackers to access your vout every connection to the Internet	vork network. will decrease
like the dark-web or porn sites, but sites, since kids will click on anythin	don't know that the number two g).	e that the number one source of malesource is online games (followed closes)	osely by kid's
caused by doing so will be billed to dollars, can be deducted from your p	your company (and those chargoaycheck by your employer).	s "high risk" and support required to ges, which are often hundreds - or th	nousands - of
Use only secure, modern browsers	•		6
contract and constantly monitored for	or malware activity (your persona	nd mobile devices only these are all device aren't). The guest/student was with permission from your supervisor	vifi network is
option this can cause your data to	be corrupted or lost and can al		
always results in downtime for every	one.	, ,	
		so, no hardware configuration/setting to be made except by JPGI staff, a	
No hardware is to be connected to t	he company network except by	JPCI staff. This includes ANY compu	iters, routers,