• Place order as normal and wait for delivery confirmation to be sent
• Karen L. will let the IT team know that the order has been delivered
• Notify the recipients of these devices and setup times/days to have them pick up the device from our office.
• That starts a 2-day quarantine process, as based on this article there doesn’t seem to be a problem with contracting Covid via mail/packages.
• During this time the SPHHS ITO will be creating appointment times with users to pick up their computers based on deliver time + imaging time.
• An SPHHS ITO rep would pick up the packages and take them to our office in Arnold House for onsite imaging.
  o Per the University email on March 20th 2020 - “Campus departments should make arrangements for pick up and drop off of USPS or campus mail at 120 Tillson Farm Road on Monday to Friday from 9:30 AM to 3:00 PM”
• After the image process is complete (could be several hours) the first scheduled user will come to AH and stay in the hall where we will have the computer setup for first time login, so that we can be sure they are connected correctly before taking the laptop home.
• Once connection to Eduroam, and the desktop has been confirmed the user will leave the area, ITO will wipe down the cart and be ready for the next appointment.
• Additional support can then be conducted via Team Viewer.