

## IT Support

### Mission

The IT support's mission consists of the resolution of all kinds of IT problems regarding the computers indexed in the UNIL's inventory and whose department has signed the [Membership and support agreement](#) to the FBM IT Platform. The service is available to all members of the teaching staff, intermediary staff, assistants and to the administrative and technical staff of these departments. For people of another FBM department, please address your requests directly to the [IT manager of your department](#).

### Contact

You can contact the [IT support of your department](#) or contact the central FBM IT support if your IT manager is not available, **from Monday to Friday between 8:30 - 11:45am and 1:30 - 4:30pm**.

By phone	By E-mail	With FBM Utility
+ 41 (0)21 692 50 94	<a href="mailto:supportfbm@unil.ch">supportfbm@unil.ch</a>	<a href="#">FBM Utility<sup>1)</sup></a>

To ensure a continued assistance, the IT Management Plan of the FBM provides replacement system in the partners departments in case of absence of the IT manager of your department. **In case of exceptional absence** of the [FBM IT Service \(Si\)](#), please contact the [Helpdesk of UNIL](#) ([helpdesk@unil.ch](mailto:helpdesk@unil.ch) or +41 (0)21 692 22 11) which will create an intervention for the FBM support.

### Response time

According to the [IT Management Plan of the FBM](#), the response times are:

- for a software installation or a problem resolution: 1-2 days;
- for the computer installation or reconfiguration: 2-3 days;
- equipment failure or hardware change: depends on the nature of the problem and the availability of partner technicians (Darest and ART Computer).

You can follow up your support requests on <https://helpdesk.unil.ch>.

### Supported equipment

According to the conditions laid down in the [FBM IT Charter<sup>2\)</sup>](#), only *FBM equipment* is fully supported by the FBM IT Service. In case of repair, loan computers can be provided to the users.

Limited support is provided on *UNIL equipment* for issues related to the use of FBM/UNIL resources or software installed. However, responding time or resolution of the problem cannot be guaranteed. No support is provided for software used or imported privately on this type of machine.

The IT Service does not perform any support or other assistance on *external equipment*.

For more information about IT support, please refer to the [summary table of services by the type of equipment](#).

### Remote control



In case it is not possible to physically access your computer (working abroad or from home for example), the FBM IT Support will ask you to start a Real VNC session to access your computer remotely. For more information, please refer to [our documentation](#).

<sup>1)</sup>

only for Windows users

<sup>2)</sup>

Art. 4. General principle and Art. 6. Terms of use and benefits