Frequently Asked Questions

How can I borrow a laptop?

- o Follow the on-screen instructions in English or Spanish. These instructions include reading and accepting the Laptop Kiosk Terms of Use. You must also have a valid PVAMU Student ID Card.

How long can I borrow a laptop?

- o You can borrow a laptop for up to 6 hours at a time.

Do I have to sign a laptop use form?

- o No signature is required but you must read and accept the Laptop Kiosk Terms of Use each time you borrow a laptop.

Do you restrict where I can take the laptop?

- o No, you can utilize the laptop wherever you are as long as you return it to the kiosk you borrowed it from within the 6 hour time frame.

Is there a receipt for borrowing?

- o Once the Laptop ejects from the slot, a receipt will automatically be sent to your email. The subject line will show, "Devicesanytime Notification Kiosk SFPL" and the receipt will include your student ID number, the location of the kiosk and the date/time of check-out.

What do I do if the laptop is not functioning properly when I first borrow it?

- o Return the device to the kiosk as soon as you realize there is a problem with it. Please choose the displayed option that most closely describes the problem you had with the device. Then check out another device if available.

What happens if I lose or damage the laptop?

- o You are responsible for the loss or damage up to the total cost of the device per the Laptop Kiosk Terms of Use you accepted when borrowing a device.

Why can't I borrow a device someone else just returned?

- o The kiosk performs functions such as deleting the previous patron's data and recharging the battery. This can take up the 30 minutes and during that time the laptop cannot be borrowed.

Why are some of the kiosk devices not able to be borrowed?

- o A Laptop cannot be borrowed while it is in charging mode or if one was reported damaged. Charging devices will show up as yellow on the kiosk screen.
- o Damaged devices will show up as yellow with a wrench icon. Damaged devices will be repaired and replaced as soon as possible.

How do I connect to the wireless network?

- o Log into the laptop right after you borrow it using your PVAMU credentials. Once logged in, the device will automatically connect to the PVAMU wireless network.

When I return the device, what happens to any data I have left on it?

- o Laptops are wiped clean to protect patron privacy after each use.

What if I get a virus?

- o All equipment provided is guaranteed to be 100% virus free when delivered to you. If you get a virus while using the laptop, a simple reboot will remove it.
- o NOTE: Save your work to an external storage device first.

Can I store data on the drive temporarily?

- o Yes, your data can be saved to your H Drive or you can save to your USB.
- o Visit the website (https://bit.ly/36PebjJ) for more information about your H Drive.