

Getting Ready for your BCCR computer

1 Day Before You Receive Your New Computer

For All users:

- If you have used iTunes to purchase music, [deauthorize your computer](#): From the **Account** menu, select **Authorizations > Deauthorize This Computer**.
- If your computer is physically locked to the desk, make sure the key is available, so your computer can be unlocked the day of delivery.
- If you currently use the Connected Backup service or some other backup method, back up your computer the day before you are scheduled to receive your new one. Note: ITS will retain your old computer in a secured area for 2 weeks. However, if there are files you are particularly concerned about, move them to Google Drive as an extra precaution and/or easy retrieval.
- Clear your computer of any personal items such as post-it notes, stickers, or decorations.
- Make sure that the area around your computer is tidy and that the BCCR team member will be able to access electrical outlets and network jacks.

For Windows users:

Starting at 3 p.m. the business day before you are scheduled to receive your new computer, we will start the overnight process of transferring your files and folders. You MUST:

- By 3 p.m., make sure your computer is connected to the BC wired (not wireless) network. Please leave it connected this way overnight.
- If you get a security message about UAC (User Account Control), please ignore it.
- Stop using your computer at 5 p.m.
- Close any open applications.
- Empty your Recycle Bin.
- Press <CTRL> + <ALT> + <DELETE>, and then click "Lock this computer."

Important: Do NOT log out or shut down your computer.

- If you log out, shut down, or take your computer home, the data migration will fail and your deployment will need to be rescheduled.
- In special cases, if the BCCR team is not able to transfer your data using the overnight method, an alternate method will be used. If this is the case, you will be notified that your deployment may take longer.

For Mac users:

- Data migration on Mac computers is NOT an overnight process. Your existing and new Mac will be cabled together deskside for data to be moved.
 - Be aware of where all your files are saved on your computer. You will need to let the BCCR technician know what to migrate.
 - Replacement of Mac computers generally takes a bit more time at the user's desk.

What to Expect The Day You Receive Your New Computer

- **Please be available for the entire 2.5 hour timeslot. You need to be present while your computer is installed.**
- You can use your computer prior to the BCCR team member's arrival. Windows users: If you create or change any files on your computer, you must save them to Google Drive or a thumbdrive. This data will not be moved to your new computer for you.
- A BCCR team member installs your new computer.
- You are asked to verify that all your files, including documents, data, and bookmarks, have transferred correctly.
- The BCCR team removes your old computer and stores it in a secure location for two weeks in case data retrieval is needed after you receive your new computer. If you feel that your old computer needs to be retained longer, please notify your DC.

Have Questions or Need Help?

- If you have any questions about or problems with your new computer, or are missing any files, contact the Help Center at 2-HELP (617-552-4357).
- If you have questions about the BCCR program and cannot find the information you need on the [BCCR website](#), contact your Department Contact (DC) or the BCCR team at 2-6825 (617-552-6825) or bccr@bc.edu.