

General Policy Provisions

All ResNet customers must complete the ResNet security process by visiting www.resnet.ku.edu to activate their security registration before registering for a network connection.

ResNet customers encountering difficulties during the security registration process should call an RCC for assistance.

Responsibilities of Information Services ResNet

ResNet Residential Communication Consultants (RCCs) will be available to assist students with the security registration and to answer questions.

Responsibilities of Student Housing Residents with ResNet Service

Students will be required to follow any direction/instruction that ResNet provides to clean their machine and protect the network. Once registered properly, the student's machine should be protected against current known worm and virus attacks. However, throughout the semester, new worms or viruses may appear and machines may become infected.

Consequences

If it is determined that a student machine is infected such as by a virus or worm, their ResNet port will be disconnected immediately and will remain off until the infection is removed. A ResNet representative (RCC) will contact the student with instructions on how to proceed.

The student will be charged a \$45.00 Reactivation Fee if:

- The machine became infected because the ResNet security registration was not properly completed or if security documentation is removed or uninstalled after the registration process is completed.
- The student did not follow instructions provided by an RCC to remediate infections.

The Reactivation Fee must be paid in person at the Networking & Telecommunications office, 101 McCollum. Computer ports will not be reactivated until the fee is paid.

The student will NOT be charged a \$45 Reactivation Fee if:

- ResNet determines that the student was not at fault for the infection
 - For example,
 - the student completed ALL security procedures required from ResNet;
 - a new virus/worm is released that ResNet has not provided a security patch for;
 - the student is infected before they are able to complete all the security procedures.
 - the student followed all ResNet security procedures, but their computer was still compromised by a virus, worm, etc.

Ports may still be turned off until a resolution can be identified to correct the problem. However, the student would not be charged in this situation.