

How to Make Special Software Installation Request

The new laptop configurations (e.g. latest MacBook Pro) do not allow an easy restoration of their operation systems and installed software. As such, the administrators are forced to take special care on the licensed software by doing the manual installation and uninstallation, so that these software are managed properly without suffering any deficiency to let students and teachers use them in easy and friendly ways.

We would also like to seek your cooperation to use these laptop and software well so that the school resources are used in the most fair and valuable ways. Please pay attention to the following points and the special software installation request steps:

1. You may request to install the following software:
 - **MadMapper**
 - **3DVista**
 - **Dante Virtual Soundcard**
 - **DragonFrame**
2. Software will be installed on **SCM owned computer** only.
3. The installation of software is available **ONLY** by appointment and you are required to send an email to scm.it@cityu.edu.hk for requesting software installation.
4. The appointment email **MUST**:
 - Be sent **at least one workday before** the day of installation. (**Same day requisition will not be accepted**).
 - Be copied to your teacher / supervisor.
 - States clearly installation date and uninstallation date.
5. SCM IT Team will confirm your requisition by email.
6. You are responsible to bring the computer to SCM IT Team office for BOTH software installation and uninstallation.

Some Hints: *If those software will be installed on the computer from Production Centre, you may schedule check-out and installation on same day, likewise, check-in and uninstallation on another day.*

check-out → install → → → → uninstall → check-in