Purpose: This policy is intended to define the department and user’s responsibility for purchasing and using MATC owned mobile technology including (laptops, tablets, e-readers, cell phones, smartphones, hotspots, etc.).

Policy: Mobile Technology Overview
Most mobile technologies, by design, are single user devices. IT recommends assigning a mobile device to one user. Only one mobile device per user is allowed. If more than one mobile device is required, the user must obtain written approval from the area vice president.

Ordering Process
To order a mobile device, the requestor must complete a Mobile Technology Request Form and obtain the required approval signatures. Departments ordering multiple mobile devices must follow the capital equipment or operating ordering requirements and obtain the appropriate approvals. Approved requests will be processed by the Information Technology Department. The Information Technology Department will contact the requestor after the device arrives. Some mobile devices, depending on the cost, may require a MATC property tag.

Passcode Requirement
At the time of delivery, the user will be shown the basic functionality of the mobile device and guided through the process of entering a password to activate the security lock (if available). The user is shown how to change or update their passcode when needed.

Technical Support
Much like any other device, users need to contact the Helpdesk for support. Technical support is available M-F, from 8:00 AM to 5:00 PM, by calling 414-297-6541. If a device needs repair, or is lost or stolen, the user should contact the Helpdesk. Most Apple, Android, and Windows mobile devices are supported. Wi-Fi configurations are supported. IPhone cellular configurations are supported. All other cellular configurations must be handled between the user, their department, and the service provider.

The Information Technology Department only supports college-owned mobile devices. Personal mobile devices are not supported. Mobile devices for personal use, sold
through the MATC Bookstore, the MATC Auction, or other MATC sources, are not supported. Mobile technology not purchased by the college may only connect to the public access Wi-Fi network.

**Application (App) Downloads**

Users of college-owned mobile devices may download apps for work related purposes only. Some apps are free. Some require payment. If the app requires payment, the cost is the responsibility of the user’s department. Use of a MATC P-card to purchase apps for a mobile device must meet the following requirements: 1) the app will be used only on a MATC owned device, or 2) the app will be used solely for MATC purposes if loaded on a personal owned device. Supervisors are held accountable for the proper and appropriate use of MATC funds.

**Disposal of used Mobile Technology**

Mobile technology purchased with MATC funds is considered MATC equipment. Departments must follow college procedure for the disposal of used MATC equipment.