

Device Cleaning and Disinfecting Guidance

How to Receive and Sanitize Hardware and Accessories

Document Details	
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Document Status	Revision v1.0
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Date Approved	04/24/2020

ITS CUSTOMER CARE | DEVICE [CLEANING AND DISINFECTING GUIDANCE](#)

DISTRICT ITS
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Step 1: What to Communicate

If equipment is being returned to the college or business office, there are a few important reminders that need to be conveyed to employees and to information technology teams handling and/or receiving equipment.

Cleaning and disinfecting equipment on a regular basis isn't just crucial for the device, it removes dangerous germs that may be harmful.

Important key messages to relay to students, employees and information technology teams

- Equipment (e.g., computers, monitors, cables, accessories, printers) taken home should be cleaned and disinfected prior to returning to the college or business office.
- Best practices on how to clean and sanitize equipment will be provided.
- IT teams will follow a specific process to clean and sanitize loaned equipment or equipment being returned for servicing (for example, designated return hours, scheduled drop offs for repairs).

Step 2: How to Protect Yourself

Students and Employees

Information Technology Services recommends that students and employees take the following precautions when cleaning and/or disinfecting equipment and other surfaces.

- Wear disposable gloves made of latex (or nitrile gloves for those that are latex-sensitive) when cleaning and disinfecting surfaces.
- Observe the Centers for Disease Control and Prevention's (CDC) [COVID-19 guidance for cleaning and disinfecting](#) surfaces and materials (e.g., electronics, hard surfaces, soft surfaces).

Information Technology Services Staff

Information technology staff members are to wear and take the following precautions when cleaning and disinfecting equipment.

- Wear disposable gloves made of latex (or nitrile gloves for those that may be latex-sensitive) when cleaning and disinfecting surfaces.

- Wear masks (N95 or masks capable of blocking smoke, dust and pollen)
- Wear protective goggles
- Observe the Centers for Disease Control and Prevention's (CDC) [COVID-19 guidance for cleaning and disinfecting](#) surfaces and materials (e.g., electronics, hard surfaces, soft surfaces).

Step 3: How to Disinfect Equipment

General Disinfecting and Cleaning Guidance

When disinfecting and cleaning electronics equipment, several recommendations are listed below.

- Computers, computer accessories and electronics in shared locations should be frequently cleaned and disinfected. **Note** : For shared and non-shared computers (for example, a device at a student or employee's desk), it is recommended that keyboard covers and/or skins be used for easier disinfecting and cleaning.
- Use disinfecting wipes that are safe for use on electronics equipment or microfiber cloth.
- Avoid excessive wiping, use of wipes or cloth that are dripping wet, and submerging computers or accessories in water or cleaning solutions.
- Unplug all external AC power sources and cables before disinfecting and cleaning.
- Do not use aerosol sprays, bleach or abrasive cleaners.
- Ensure moisture does not get into any openings (for example, ports, keyboards).
- Never spray cleaner directly on computers or accessories.

What You Need Before You Begin

The following materials are recommended to properly and safely sanitize electronics equipment, cables and accessories.

- Disposable gloves made of latex (or nitrile gloves for those that may be latex-sensitive)
- Disinfecting wipes that are capable of killing germs and are **safe for use on electronics**
- If safe-for-use disinfecting wipes are not available, follow the CDC's [COVID-19 cleaning and disinfecting guidance for electronics](#) (alcohol solution consisting of 70% isopropyl alcohol and 30% water)
- Microfiber towels
- Cotton swabs/balls

For Students and Employees

For students or employees returning equipment from home to the college or to the office, the following guidance is recommended to properly sanitize your equipment.

Learn Before You Return Quick Start Guide

View this quick start guide to become familiar with the basics of cleaning and disinfecting electronics equipment.

- View the “[Learn Before You Return](#)” guide for assistance. If there are questions, students and employees should contact their [local help desk](#) for assistance. If additional guidance is needed, please refer to the “Learn Before You Return Detailed Instructions” section below.
- **For returns and drop offs** : securely pack the equipment in the trunk area of the vehicle¹.

Learn Before You Return Detailed Instructions

For additional detailed guidance, please review the following instructions. If there are questions, students and employees should contact their [local help desk](#) for assistance.

1. Wear disposable gloves made of latex (or nitrile gloves for those that are latex-sensitive) when cleaning and disinfecting surfaces.
2. Turn off the device and disconnect AC power. Disconnect external devices.
3. Use disinfecting wipes that are safe for electronics or moisten a microfiber cloth with a mixture of [70% isopropyl alcohol / 30% water \(CDC guidance\)](#). Do not use fibrous materials, such as paper towels or toilet paper. The wipe or microfiber cloth should be moist, but not dripping wet.
4. Using safe-for-use disinfecting wipes or a moistened microfiber cloth, gently wipe on the surfaces to be cleaned. Because moisture can cause extensive damage, do not allow any moisture to drip inside of your equipment (for example, inside keyboards, displays, ports).
5. Start with the computer, display and end with any flexible cables (for example, power cables, monitor cables, ethernet cables, USB cables).
6. Ensure surfaces have completely air-dried before turning the device on after cleaning.
Important : There should be no visible moisture on the cleaned surfaces of the equipment.

¹ If boxing, mark the boxes. If not boxing, be careful carrying and packing equipment in the vehicle. When packing in the vehicle’s trunk / luggage area, pack the equipment in a way to ensure nothing can shift while in transit.

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7. **For returns and drop offs** : securely pack the equipment in the trunk area of the vehicle².
8. Discard gloves and disinfecting wipes after cleaning and/or packing for transport. Discard or wash microfiber towels if they were used. Clean hands immediately after the disposable gloves are removed.

For Information Technology Staff

Loaned equipment or equipment dropped off for repairs or servicing will be thoroughly sanitized before it will be returned to inventory for future use or serviced by the IT staff.

The District Information Technology Services (ITS) team has developed a two-phased process for receiving (phase 1) and disinfecting (phase 2) equipment.

- Phase 1: Contactless equipment returns and drop offs
- Phase 2: Cleaning and disinfecting equipment

Phase 1: Contactless Equipment Returns and Drop Offs

For the safety of our customers and employees returning loaned equipment or equipment in need of servicing, ITS has developed a curbside “contactless” equipment return and drop off process.

Types of Returns

- Loaners: Equipment that has been borrowed for temporary use.
- Drop offs for repairs: Equipment that is in need of repair or servicing.

Hours of Service

- Loaners: For convenience, there will be designated return hours daily. Hours may vary based on demand.
- Drop offs for repairs: District Office location-based employees³ should submit a [help desk ticket](#). Drop offs for repairs, servicing, and pickups will be scheduled.

² If boxing, mark the boxes. If not boxing, be careful carrying and packing equipment in the vehicle. When packing in the vehicle’s trunk / luggage area,, pack in a way to ensure nothing can shift while in transit.

³ The “District Office” includes the District Office, Emerald Point, Wood Street and Maricopa Public Safety locations.

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Curbside Returns and Drop Offs

- Returns and drop offs will occur in a designated area **between** the District Office and Emerald Point (2419 West 14th Street, Tempe, AZ 85281) buildings. Signage, cones and ITS team members will be onsite directing traffic.
- After arrival, the employee should call ITS (**480-521-7470**) identifying themselves, the color, make, model and license plate of their vehicle, along with a description of what is being returned.
- **Important** : To limit contact, **all items are to be stored in the trunk / luggage area** of the vehicle. All **windows** in the vehicle are to remain **closed**. **Verbal interactions** will occur via **phone only**.
- Wearing protective gear, ITS team members (1 - 2) will remove the equipment from the vehicle and close the trunk / luggage area.

Phase 2: Cleaning and Disinfecting Equipment

The health and safety of our customers and employees is a top priority. This focus starts with the contactless equipment returns and drop offs followed by thorough cleaning and sanitizing to remove germs that may be harmful.

Protective Gear to Use While Disinfecting Equipment

Team members will wear the following protective gear during the sanitization process.

- Disposable gloves made of latex (or nitrile gloves for those that may be latex-sensitive) when cleaning and disinfecting surfaces.
- Masks (N95 or masks capable of blocking smoke, dust and pollen)
- Protective goggles

Materials to Use While Disinfecting Equipment

Team members will use the following materials to disinfect equipment before returning it to the inventory for re-use or beginning repairs and/or service.

- Disinfecting wipes that are capable of killing germs and are safe for use on electronics
- If safe-for-use disinfecting wipes are not available, follow the CDC's [COVID-19 cleaning and disinfecting guidance for electronics](#) (alcohol solution consisting of 70% isopropyl alcohol and 30% water)
- Microfiber towels
- Cotton swabs/balls
- Tables for placing equipment that is being disinfected
- Racks for setting equipment on to air-dry

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The Disinfection Process

The following process will be used to disinfect loaned equipment and/or equipment returned for repairs and servicing.

1. Wear protective gear (see “Protective Gear to Use While Disinfecting Equipment”) and place all equipment (computers, accessories, bags, etc) on tables that are setup for cleaning.
2. Use disinfecting wipes that are safe for electronics or moisten a microfiber cloth with a mixture of [70% isopropyl alcohol / 30% water \(CDC guidance\)](#) . Do not use fibrous materials, such as paper towels or toilet paper. The wipe or cloth should be moist, but not dripping wet.
3. Using safe-for-use disinfecting wipes or a moistened microfiber cloth, gently wipe on the surfaces to be cleaned. Because moisture can cause extensive damage, do not allow any moisture to drip inside of your equipment (for example, inside keyboards, displays, ports).
4. Clean and disinfect all equipment (beginning with computers, displays, flexible cables such as power cables, monitor cables, ethernet cables, and USB cables, keyboards, mice, computer bags).
5. Place the equipment on the supplied racks and ensure that all surfaces have completely air dried. **Important** : There should be no visible moisture on the cleaned surfaces of the equipment.
6. **Repeat steps 1 - 5** before turning the devices on or storing for future use. **Important** : For equipment being returned to customers after repair or service, **repeat steps 1 - 5** before returning the equipment to the customer.
7. Discard gloves and disinfecting wipes after cleaning, disinfecting and/or storage. Wash or discard microfiber towels if they were used. Clean hands immediately after the disposable gloves are removed.
8. Loaners: Complete and submit any/all applicable documentation for the returned equipment to Maricopa Business Services for asset recording and tracking purposes (for example, property loan agreement, property transfer disposal form). **Important** : Electronic forms, acknowledgements and e-signatures are to be used.