I just got a new computer, how do I get access to files on my old computer?

Tell Me

1. Ideally, all university data is stored on the network. Level 2 data must be stored on the network in accordance with the Data Handling Guideline. If you have questions about the data levels, please contact your Data Security Officer, Information Security Liaison, or the Information Security Compliance Office.

   ![](data_level_table.png)

   - Level 0 – Public
     - Can be stored anywhere
     - Freely distributed
     - Examples:
       - Job postings
       - Press releases and marketing material
       - Published research, presentations, or papers
   - Level 1 – Internal
     - Not shared publicly without authorization
     - Can be stored on:
       - University computers
       - Network drives
       - Google Drive and Dropbox
     - Examples:
       - Department procedures
       - Budget information
       - Internal memos
   - Level 2 – Sensitive/Confidential
     - Requires authorization to view
     - Should not be stored on computer hard drives
     - Can be stored on network drives and online in Google Drive and Dropbox with limited access
     - Examples:
       - FERPA data
       - Personnel records
       - Personally identifiable information
   - Level 3 – Highly Restricted
     - In general, should not be copied or downloaded from secure location without speaking with Data Owner, Data Security Officer, Information Security Liaison, or Information Security Compliance Office
     - Examples:
       - SSNs
       - Credit card information
       - Restricted research data

2. University computers are replaced on a regular basis. It is the responsibility of the user to back up data but if something is left behind, it is possible to retrieve the files if the request is made immediately. Typically, the old desktop is left in the office for a few days. It is recommended that you review your new computer folders immediately, while it is still possible to get the old files.

3. To access files on an old computer:
   1. Contact the IT Service Desk, 704-687-5500 or help@uncc.edu
   2. The Service Desk will enter a request
   3. A Desktop Service technician will contact you to help get the files

Related FAQs

- Do employees get a discount on personal computer purchases?
- Is there any suggested software for students?
- How do I purchase a new University-owned computer?
- How do I create an Apple account to purchase a new University computer?
- Am I required to own a computer, as a student?