

# Computer Setup and Repair Policy

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## Network Setup

Technology Support Services offers detailed instructions for connecting your computer to the College computer network. If you have problems with the setup process, the Help Desk will assist you at no charge.

## Computer Problems

If your computer is crashing a lot, running slowly, or having some other type of problem, Technology Support Services can usually repair it for you for a modest fee, which will be billed to your tuition account. However, you may be able to save yourself the repair fee – and the time without your computer – by first trying to fix it yourself. Please contact the Help Desk for advice and referral to the appropriate instructions. If you choose not to try to fix your computer yourself, or if you try but continue to have problems, you may opt to bring your computer to Technology Support Services for repairs according to the following fee schedule\*.

no charge	Network setup only, no problems
\$25.00 per visit	Very minor repairs; Diagnosis of problems
\$50.00 per visit	Removing spyware, viruses, etc. and/or restoring the computer to its original configuration, WITHOUT data backup
\$75.00 per visit	Removing spyware, viruses, etc. and/or restoring the computer to its original configuration, WITH data backup

\*Prices & policies are subject to change at any time.

## Procedure

To use the Computer Setup/Repair Service, fill out a Computer Repair Service Request form online at <http://www.snc.edu/techsupport> and wait to be notified that it is your turn to bring your computer in.

**Note:** Due to resource scheduling, we may not be able to accept computers during the last two weeks of the semester or the last two weeks of the final summer session.

## Service agreement

- Computer setup/repair service is provided as a service, and is done on a first-come, first-served basis.
- There may be circumstances under which we are not able to repair your computer.
- We cannot predict how long it will take to repair your computer. When your computer is ready, we will call you to come and pick it up. In the meantime, please do not contact us to ask when your computer will be ready, as our office personnel will not be able to tell you. If you do not wish to wait, you may retrieve your computer at any time.
- You understand that you may try to fix your computer yourself using instructions from Technology Support Services.
- You have read the warranties for all equipment on which you have asked us to work. You understand how those warranties will be affected by having us work on the equipment.
- You understand that in the process of working on your computer equipment, there is a potential for data loss. You have made the necessary backups of your data so that, in the event of such loss, you can restore the data.
- You authorize us to install anti-virus and any other necessary software on your computer.
- You understand that we must report to the proper authorities any illegal software or data found on your computer.
- You release St. Norbert College and its staff from all liability for any and all damages to your personal property that may occur while working on your computer equipment.

## Assistance and Questions

If you have any questions or need more information, please call the Help Desk at (920) 403-HELP (4357), contact us via e-mail at [helpdesk@snc.edu](mailto:helpdesk@snc.edu), or stop by the Help Desk in Cofrin 101. The Help Desk is for St. Norbert College students and employees only.