Work Order Number:

Name: _____

Phone Number: _____ CWID (required) #: _____

IT Support Services does not address the following problems: operating system upgrades, display problems, hardware failures or installations such as hard drives, memory, DVD/CD-ROM drive(s), or video cards.

1.   Indicate computer problems by checking the appropriate box(es):

□ Virus   □ E-Mail Related   □ Network Connection

□ Spyware / Pop-ups   □ Internet Browsing   □ Other – Describe: _____

How do you connect to the Internet?   * Do you use the VPN to connect to school resources? □ Yes   □ No

□ Dial-Up Modem   □ Wireless on Campus   □ Other Internet Service Provider – Describe:

□ Residence Halls Network   _____

2.   Briefly explain your computer problem and list any additional information necessary for IT Support Services to work on your computer. Confidential information will be treated as such.

_____

_____

_____

3.   Please list primary user: _____ Password (if any): _____

4.   The problems you are experiencing might be related to corrupted system files. System files can become corrupt from mal-ware infections and operating system malfunction. It may become necessary to format your hard drive and reinstall your operating system to repair the damage. Even if the computer does not require formatting, files may be irreparably harmed due to the virus or spyware.* **Please *read, initial, and check the following items.***

_____ □ I understand that any documents, settings, or applications stored on this computer may be lost or corrupted.

_____ □ I have backed up any documents or files that I want to keep. **

         A. Do you want your system to be restored to factory settings (if possible)? *   _____   □ YES □ NO

| If Yes on 4A Choose 1 | _____ □ I have provided system installation or a OEM recovery Disc(s) / Recovery partition located on hard drive |
| | _____ □ I will provide any blank media required to create system recovery disc (s) |

5.   * While every effort will be made to assist you with your computer problems, it should also be noted that there is always a possibility that your computer software or hardware could fail during this process. Recovery may not be possible if the recovery files or hardware on your computer have been affected or corrupted by the related problems.

     ** During the recovery process we will attempt to backup and restore your personal files and documents. We do not guarantee the successful recovery of these files or take any responsibility for their loss. It is the responsibility of the computer owner to back up any files before leaving the computer with IT Support Services.

Your signature below indicates that you agree with the above statements and will not hold IT Support Services responsible.

Signature:_____ Date: _____

~ Student or Picture ID Required when delivering and picking up your computer.

ID verified by: _____ Date: _____

Computer Received by: _____ Date: _____

Computers left for more than 90 days after work is completed will be considered abandoned and therefore property of the University.