

Technology Self Help Clinics

Self Help Clinics are a free service provided by Technology at Simmons College intended to help students, faculty, and staff learn how to care for their personally-owned hardware and software. People who attend clinics retain responsibility for the choices they make during the clinic. We assume that as an attendee you:

- will work as a partner with Technology to resolve issues with your computer or other technology device
- will remain with your personally-owned material at all times
- are responsible for understanding and making choices about any course of action Technology recommends
- have backup copies of all data
- have original installation discs for all software and operating systems
- will not hold Technology or Technology staff responsible if an attempted resolution does not fix the problem or if other issues occur

As Technology staff we:

- will give you the best advice we can
- will guide you in how to solve your issues, in the time allotted and while paying attention to everyone attending the clinic
- will refer you to a fee-based service center upon request or if the issue will take longer to resolve than can be done during the clinic
- are not responsible for any loss of data or other issues that may arise due to the advice or guidance provided to you during the clinic
- only in exceptional cases, such as complicated registry edits, will Technology staff perform operations on your equipment

Personally-owned material cannot be left unattended in our department. Please do not ask us to work on your computer or media in your absence.

Typical activities Technology staff lead attendees through during clinics include:

- Attempting to restore corrupted data
- Running scans to identify electronic threats
- Installing and configuring antivirus or antispam software
- Eradicating electronic threats found on a computer
- Editing the registry in an effort to purge it of malicious code
- Searching for files being shared over the network or attempted connections being made to other computers as the result of a virus or other malicious software

Some of these activities are time consuming or boring, but necessary; others, such as editing the registry, require careful attention to detail and can result in your computer becoming inoperable.

December 14, 2004

I have read the “Technology Self Help Clinics” document and understand the risks of following the advice I will be given during a clinic.

I agree not to leave my equipment or software unattended, and not to hold Technology or Technology staff responsible if an attempted resolution does not fix my problem or if other issues occur.

Owner’s Name: _____ Date: _____

Action taken by Technology / Ticket Number: