



## Information Services

200 Seawolf Pwy - Bldg#3007 Rm# 115  
P.O. BOX 1675 Galveston, TX 77553-1675

### STUDENT PERSONAL COMPUTER RELEASE OF LIABILITY

IS PC Bootable? \_\_\_\_\_

If PC is bootable, students should complete steps 1-4 below. IF not, please answer the 4 questions and complete form.

**If you are unsure what these are, grab a software licensing form and download and follow instructions for SAFE Computing  
Spybot, Malware Bytes, Avast**

1. Which program do you use to run a virus scan \_\_\_\_\_
2. Which program did you use to run spy ware scan \_\_\_\_\_
3. Do you run windows update for your system with all current patches. \_\_\_\_\_
4. Do you Backup critical personal data. If so, how (burn CD, thumb-drive, etc.)? \_\_\_\_\_

Once completed, if you continue to have problems.....

Please return to helpdesk with PC and complete the next section and prepare to leave your PC for a tech to look at.

**Before Leaving PC with IS make sure background IMAGES are appropriate!**  
**IF NOT we can't work on it.**

TAMUG Information Services (IS) is responsible for:

- Very limited assistance in troubleshooting your computer problems to assist you in connecting to the network. However, when you, the student, leave your PC or laptop with us in our office (CLB115) we cannot guarantee the PC or laptop will be returned in the same condition as when it came in.

**TAMUG IS WILL NOT: Repair any hardware problems.** Students will be notified of any problems found during our troubleshooting and IS will provide a list of the local computer repair vendors.

**CAUTION – Routine Network troubleshooting can result in the DELETION of data on your computer.**

After reviewing info above and taking appropriate steps to keep your pc maintained, by signing this form **you have agreed to release TAMUG's IS department from all liabilities concerning your PC.** This means IS will NOT be held responsible for any problems that occur with your computer now or in the future, any damage done to your computer during troubleshooting, and any lost data.

**To purchase reduced software for personal use go to <http://software.tamu.edu> and sign in using your NetID and password.**

Name \_\_\_\_\_ Cell Phone No. \_\_\_\_\_

If you live on Campus in Residence HALL's:

(Atlantic, Pacific, Hullabaloo, Oceans, Albatross/Polaris, UA's Bldg # \_\_\_\_\_) Room No. \_\_\_\_\_

PC make: \_\_\_\_\_ PC model: \_\_\_\_\_ POWER Supply Serial# \_\_\_\_\_

S/N: \_\_\_\_\_ Bag Color: \_\_\_\_\_ **\*\*\*\*Computer Password: \_\_\_\_\_\*\*\*\***

**Please describe Problem:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Date of Ticket: \_\_\_\_\_ Ticket #: \_\_\_\_\_ Time: \_\_\_\_\_ Logged By \_\_\_\_\_

**Technician Use Only** Technician Notes are to be entered below:

\_\_\_\_\_

**TECHS Make sure to give a detailed description of all work done**

Date Completed : \_\_\_\_\_ Initials of TECH Worked on PC \_\_\_\_\_ Called for PICKUP YES / NO

Were Details Noted in TKT & Closed by TECH YES / NO

Date Picked Up: \_\_\_\_\_ Picked up by WHOM: \_\_\_\_\_