



Personal Computer Support Liability Waiver

Client Information

Name: _____

Phone #: (____) _____

Date Checked In: _____

Computer Password: _____

Date Checked Out: _____

Terms and Conditions of Personal Computer Support

I understand that by signing this document I am authorizing the Information Services Department at Saint Vincent College to assist me in troubleshooting, repairing, and performing service on the computer listed below. I attest that this machine is my own personal property, and that I am capable of authorizing any repair or service performed to it. I understand that Saint Vincent College and/or Information Services is unable to supply any licensed software or hardware needed to repair my personal machine, and that it is my responsibility to purchase and arrange for installation if needed at my own expense. I am fully aware that this work may conflict with and/or void my manufacturer's warranty, and that neither Saint Vincent College nor the Information Services Department can be held liable for such actions. I agree that the service is provided without any warranty, either written or implied; also, I acknowledge that I understand that the loss of files or data may occur* during the repair or reconfiguration process and that I cannot and will not hold Saint Vincent College or the Information Services Department liable in any way for damages to hardware, software, or files on this computer while in their possession.

*Note: While it is rare for this to happen, we highly recommend that you backup any important files or folders, as we cannot be held responsible if such a loss occurs.

By signing this waiver, I grant Information Services permission to perform work on my computer which may include, but is not limited to, the following:

- Install and run anti-virus software
- Remove any expired virus protection
- Install & run spyware removal tools
- Install all critical and high priority Windows Updates
- Remove all peer-to-peer programs
- Run any virus or worm removal tools
- Reconfigure computer to be compliant with the Saint Vincent College network
- Uninstall any harmful programs that conflict with normal computer use

Signature: _____ Date: _____

Hardware Information (to be completed by a Help Desk Associate)

Manufacturer: _____

Model: _____

Serial #: _____

☐ Power Adapter

☐ Bag/Case

☐ Other _____

Description of Issue: _____

Help Desk Associate: _____ Ticket ID: _____

To be completed at time of pick-up:

Client Signature: _____ Date: _____

Associate Signature: _____ Date: _____



Anti-Virus Tools

☐ Microsoft Security Essentials

☐ Run Virus Scan

☐ Malwarebytes Anti-Malware

☐ Run Malware Scan

Desktop Tools

☐ CCleaner

☐ Run CCleaner

☐ Defraggler

☐ Run Degraggler

☐ Firefox

☐ All Software and Windows Updates

Operating System Reinstall Checklist

☐ Backup User Files

☐ Product Keys

☐ Windows Version _____

Product Key _____

☐ Microsoft Office _____

Product Key _____

Other Work Performed

Completion Notice:

Repairs Completed: _____ Date: _____

Client Notified via: ☐ E-Mail ☐ Phone Call ☐ Ticket Response ☐ Office Visit