



OTTERBEIN UNIVERSITY

Department of Information & Technology Services

Student Help Desk Service Agreement

Any Otterbein resident student may drop off a computer to the Student Help Desk for evaluation and limited repair service for free of charge. Any computer and noted peripherals marked on the drop-off receipt will be returned after service or sooner if requested by the owner. If this is a non-Otterbein owned computer, no work will be done that may violate a warranty agreement. Hardware repair is not a covered service; but if a hardware failure is diagnosed, a recommendation will be made. All software must be provided by the owner. If service cannot be performed, a recommendation will be made for further service to be completed by the owner. Otterbein will not be responsible for loss of data. It is the owner's responsibility to backup their data. The Student Computing Manager reserves the right to refuse to service any computer outside our scope of service and give priority to service that restores a computer's connectivity to the Otterbein resident network.