Computer Clinic Policies

1. Due to a high demand for computer related assistance, please contact the Computer Clinic at 915-747-7027 to schedule an appointment.

2. Wait to receive a phone call or email notification to bring the system to the Clinic.

3. System must be received within one business day of the phone call or email notification or student will be dropped from the queue and will have to contact the Computer Clinic again for a new appointment.

4. You may visit the Computer Clinic in room 300 of the Library between the hours of 8:AM and 6:PM, Monday through Friday. The Computer Clinic closes at 5:PM whenever the Library closes at 5:PM.

5. Each student, staff, or faculty may bring in their computer as many times as necessary, however no more than two different computers may be brought in for service within a 12-month period.

6. Before dropping off the system ensure the following:
   - You have backed up your files and critical data.
   - All data will be erased from the computer if the operating system is to be reinstalled.
   - The computer must turn on to be accepted.
   - Laptops are accompanied by an AC adapter.
   - Desktops only require the tower be brought in.
   - If the operating system needs to be reinstalled, the Microsoft license key (located on the bottom or back of the computer) must be readable or the student must provide OS-product CD’s with the license key

7. You will be required to complete a Release of Liability form prior to having your computer serviced.

8. Once the service is completed, student, staff or faculty member will receive an e-mail notification.

Students may obtain free upgrades to Windows 7, Windows 8, Microsoft Office 2013 and Microsoft Office 2011 for Macs at UTEP.onthehub.com. Faculty and staff members can obtain these upgrades and other applications at discounted prices.