

Computer Clinic Policies

LAST AMENDED NOV. 10, 2020

The Computer Clinic is located in Library Room 300 open from 8 AM and 6 PM, Monday through Friday. These hours may vary, based on the library's hours of operation.

Each student, staff, or faculty may bring in their personally owned Windows and Mac computers for diagnostics, virus scans, operating systems installation, software installations, installation of hard drives and memory modules purchased by the customer.

Due to a high demand for computer related assistance, please [Click here](#) to book an appointment with us. One of our technicians will contact you and attempt to provide remote assistance. If the request cannot be resolved remotely, the technician will arrange for an on-site visit with the computer clinic. If a customer misses a scheduled appointment, a new appointment must be scheduled.

Before dropping off the system, ensure the following:

1. You have backed up your files and critical data.
2. If the operating system is to be reinstalled, all data will be erased from the computer. Customers need to provide the appropriate license keys.
3. The computer must turn on to be accepted.
4. Laptops are accompanied by an AC adapter.
5. Desktops only require the tower to be brought in.
6. Customers are responsible for the security in their product keys and licenses. They are not maintained at the Computer Clinic.
7. Customers are encouraged to change their passwords once their computers have been serviced and returned to them.

Customers are required to complete a Release of Liability form prior to having computers serviced.

Once the service is completed, customers will receive an email notification along with a Customer Satisfaction Survey.

Students may obtain free upgrades to Windows 10 and Mac Operating Systems. Microsoft Office for Windows and Macs is available at UTEP.onthehub.com. Faculty and staff members can obtain these upgrades and other applications at discounted prices.