



TECHNOLOGY SUPPORT

COMPUTER CLINIC POLICIES

The Computer Clinic is located in room 300 of the Library. Hours of operation are from 8 AM and 6 PM, Monday through Friday. The Computer Clinic closes at 5 PM whenever the Library closes at 5 PM.

- Each student, staff, or faculty may bring in their computer as often as necessary, however no more than two different computers may be brought in for service within a 12-month period.
- Due to a high demand for computer related assistance, please contact the Computer Clinic at 915-747-7027 to confirm space availability or to schedule an appointment.
- Wait to receive a phone call or email notification to bring the system to the Clinic.
- System must be received within one business day of the phone call or email notification or customer name will be dropped from the appointment queue. This will require a new appointment.
- Before dropping off the system ensure the following:
 1. You have backed up your files and critical data.
 2. All data will be erased from the computer, if the operating system is to be reinstalled.
 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. If the operating system or software needs to be installed, customers must provide the appropriate license keys.
- 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.

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