



SHSU Computer Services Work Order Policy for On-Campus Residents

If network troubleshooting efforts, on your own and/or in conjunction with the Helpdesk (4-1950), have not fixed your residence hall computer network connection, you may ask the Helpdesk to place a work order for you.

A Computer Services Technician will then telephone you to arrange a timeframe when you can be in your residence hall room and available for them to consult with you. Our Technicians will only enter your room if either you or your roommate are present and able remain in the room until they have finished troubleshooting your connection. If you are unable to be present, you can print this disclaimer (see below) at http://www.shsu.edu/~ucs_www/net/policy.pdf to sign and leave with your roommate, if you are requesting that the Technician work directly on your computer.

Computer Services will attempt to schedule a visit within 24 hours. However, due to the high volume of requests during Move-in Week, it may be longer at the beginning of a semester.

Computer Services Technicians are your fellow students at SHSU. These trained student assistants will try their utmost to provide a positive consultation service for you at no charge. Please treat them with respect and consideration. If you have any compliments or complaints regarding the Technicians, please direct them to helpdesk@shsu.edu.

Before the Technicians are able to work directly on your computer, we require that you acknowledge having read the terms explained here, that you have granted them permission to work on your personal computer and that you have accepted complete responsibility.

Thank you,
Computer Services

Computer Services Residence Hall Disclaimer:

The Department of Computer Services accepts no liability for any hardware or software issues which may develop as a result of the Technicians' actions or suggestions.

I have read and agree to the above disclaimer.

Signed: _____ Date: _____

I authorize Computer Services to work on my computer.

Yes _____ No _____

WO#: _____ Technician: _____