



# King's College IITS User Services Computer Drop-off Form

Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Building & Room Number: \_\_\_\_\_  
 Computer Manufacturer: \_\_\_\_\_  
 Computer Model: \_\_\_\_\_  
 Computer Serial Number: \_\_\_\_\_  
 Operating System: \_\_\_\_\_  
 Anti-Virus Software Installed: \_\_\_\_\_  
 Anti-Spyware Software Installed: \_\_\_\_\_

<u>To be filled out by IITS Staff</u>	
Drop-off Date / Time:	_____
Computer Received By:	_____
Computer Accessories:	_____
	_____
	_____
Computer Returned By:	_____
Return Date / Time:	_____

If you have a password to log into Windows, please write it here: \_\_\_\_\_

If your anti-virus requires a username/email and password to work, please write them below:

Username/Email: \_\_\_\_\_ Password: \_\_\_\_\_

**NOTE: Without your passwords, we cannot log in to your PC to resolve your computer problems.**

While IITS will do its best to protect your password information, we strongly suggest you change your passwords after your computer is returned.

**Please Describe the problems you are experiencing with your computer in as much detail as possible, including when the problems started and which programs are affected:**

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### Our Cleanup Policy:

In the course of resolving the problems with your computer, it may become necessary for us to clean infected files on your machine. Infected files typically reside in your History, Temporary Files, Temporary Internet Files, or System Restore files, and as such it may be necessary to remove some or all of these items from your computer. It is important to note that cleaning these files will not adversely affect your documents, pictures, music, or videos. We will **not** remove any of your documents, pictures, music, or videos without your consent.

### Check any other steps you would like the IITS staff to take:

- Remove File Sharing programs (such as LimeWire, iMesh, or Ares) which can often open up back doors on PCs and allow viruses and spyware to infect them.
- Install Spyware scanning software on my machine in order to continue to keep my PC spyware-free after it is returned to me.
- Install Sophos Anti-Virus on my machine in order to keep viruses off of my PC.  
**Note: Only check this if you either don't have anti-virus software on your machine, or if your current anti-virus software is past its expiration date. If your current anti-virus is expired, we will uninstall it for you.**
- Turn on the Windows Firewall, which will help stop viruses and spyware from transmitting data about my PC across the internet.
- Turn on Automatic Windows Updates, which will keep my computer up to date and decrease vulnerability to viruses and spyware.

### Student Agreement:

In signing this form, I hereby agree to allow the King's College IITS staff to perform any necessary cleanup steps in order to diagnose and resolve my computer problems. I understand that in the resolving my computer problems, it may become necessary for the IITS staff to delete infected files from my PC. I also give the IITS staff permission to do any of the other steps I have checked above. I understand that the IITS staff will do their best to resolve my computer problems, and I will not hold them liable for any damages incurred during problem resolution.

Student Signature (Drop-off): \_\_\_\_\_ Date (Drop-off): \_\_\_\_\_

Student Signature (Pick-up): \_\_\_\_\_ Date (Pick-up): \_\_\_\_\_