



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

Full Name: _____

King's Email Address: _____ @kings.edu Contact Phone #: _____

I authorize King's College IITS User Services to **diagnose** and **if possible**, resolve the following:

Please provide detailed information.

Computer User Information (please print):

Computer User Name: _____ Student Employee

Password for **your** computer (**not your King's password**): _____
(Please print & indicate upper/lower case lettering)

Computer Information *(Please print all information)*

Computer Make and Model	Computer Serial #/Service Tag	Type	Operating System	
		Laptop <input type="checkbox"/>	XP	
		Desktop <input type="checkbox"/>	Vista	
			Windows 7	
			Mac OS (version?)	
Other				
Power Cord	Carrying Case	Notes/Other Hardware Provided (Describe)		
Y N	Y N			

Student Agreement:

In signing this form, I hereby agree to allow the King's College IITS staff to:

- If necessary, uninstall any currently installed free or purchased programs and files in order to repair the system.
- Install needed antivirus and operating system updates.

I also understand and acknowledge that I am responsible for my own data backup and, if necessary, reinstallation of programs.

I release King's College and IT Services personnel from any financial responsibility in assisting me with the items or problems listed above and acknowledge that IT Services is not responsible for loss of software and/or user data caused by hardware failure.

I ACCEPT ALL OF THE ABOVE CONDITIONS:

_____ _____ _____

Signature Name (please print) Date

Received by (Staff Member): _____

Date	Time
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Picked up by (please print)	Signature	Date	Time

Returned by (Staff Member): _____

Date	Time
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Work Completed

Person contacted via (Circle one): phone/VM email

Date	Time
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Notified by: _____

Check	Troubleshooting Performed	Add. Notes	Initials	Date	Time
	Combofix				
	Malwarebytes Scan				
	Clear Startup.ini (msconfig)				
	Review Installed programs				
	Remove Known Problems				
	Check Status of Antivirus (If none, install Microsoft Security Essentials)				
	Run CCleaner				
	Check Windows Updates				
	Any other actions taken?				