



Computer First Aid Clinic

Student Log Sheet

To be completed by the technicians detailing the technical support provided to Students during First Aid Clinics at the various sites. The disclaimer section should be signed and dated by the students before work is carried out on the student's computer. Once completed a copy of this form should be sent / emailed to the Helpdesk and a copy given to the students.

Site location	<input type="text"/>	Name	<input type="text"/>
Technician	<input type="text"/>	Mobile	<input type="text"/>
Date	<input type="text"/>	Email	<input type="text"/>
Computer Model	<input type="text"/>	User ID	<input type="text"/>
Computer S/N	<input type="text"/>	Ref No	<input type="text"/>
Data Backed-Up (By Student)	<input type="text"/>		

Description of Problem

Actions Taken and Advice Given

Use continuation sheet if required.

Disclaimer Statement

Terms and Conditions for Students requesting support and assistance on personally owned equipment

This form gives authorisation for Information Services Staff to operate personally owned equipment in order to investigate and assist with a request for support and advice. In the context of this form equipment refers to all parts of the computer (and any peripherals attached to it) as well as to the data, operating system, and other software installed on it. Owner refers to the person who signs this form.

Data and system

We cannot be held responsible for damage or loss of data or functionality of the equipment. Whilst care will be taken to reduce this possibility we strongly advise the owner to regularly backup all data and system files. In particular perform a backup before asking for assistance.

The owner acknowledges that the assistance is provided on a voluntary basis and Information Services recommend that if you are not prepared to accept the above risks you take the equipment to an appropriate dealer.

Password protection

The owner may find it necessary to disclose the equipment password(s) to Information Services staff in order to allow access to the equipment. If this is the case, owners should then safeguard themselves by changing the password when they get their equipment back.

Licensing

We will not be able to recover program files, and for legal reasons cannot install software without having the original installation disks and proof of a licence, provided by the owner, unless the University has a site licence which permits installation on such personally owned equipment.

Insurance against theft and accidental damage

We recommend that the owner insures the equipment against Theft and Accidental Damage. Information Services is not insured against Theft and Accidental Damage if the equipment is personally owned. Any personally owned equipment is left with us entirely at the owner's risk, it will not be covered under the University's insurance policy.

Customer declaration

I agree that Information Services Support Staff use my personally owned equipment in order to investigate and assist with my request for support and advice. I understand and agree to the Terms and Conditions stated above and will not hold Information Services staff responsible for any loss or damage to my personally owned equipment.

Student Signature

Date

Print Full Name