

Computer support is provided to you, through the Division of Information Technology – Client Support, as a service through Stony Brook University’s Technology Fee. The terms for this service include abiding by the University policy P109 (Responsible use of Information Technology) and other applicable University rules and regulations.

By accepting technical support from the Client Support staff I understand that:

- I. Client Support will exercise care for my computer while it is in their possession. However, they are not responsible for any loss or damage to my computer that may occur as a result of fire, theft, or vandalism.
- II. I waive all claims against Client Support and its employees for any damages to my computer system or data.
- III. Client Support is not responsible for any lost documents or software that may result from their rendered services. Therefore, it is my responsibility to backup all data of importance to me before leaving my computer with them.
- IV. I waive any privacy rights in data or files on my computer that are accessed in regard to the service provided by Client Support.
- V. If a Client Support employee sees anything illegal on my computer, they may be required to report their findings to his/her supervisor and the proper authorities.
- VI. Client Support will not support unlicensed or “cracked” versions of software. If I am running an illegal version of my Operating System, Client Support will not provide me with support.
- VII. I must leave my computers administrative and user logon passwords (if applicable) in order for Client Support to access my machine. It is then my responsibility to change those passwords upon pickup if I feel necessary.
- VIII. If Client Support deems a reinstall of the operating system is necessary to repair my machine, I am responsible for providing them with the operating systems licensed CDs and product key or they cannot perform the reinstall.
- IX. Client Support will attempt to repair my computer, however there may be circumstances under which the machine may be compromised and repair is unfeasible. In this situation, I am responsible for bringing the machine to an outside vendor for repair.
- X. Client Support does not provide hardware support under any circumstances. In a situation where hardware support is necessary, I am responsible for bringing the machine to an outside vendor for repair.
- XI. Support is given on a first-come, first-serve basis; under no circumstances will my computer receive priority over another.
- XII. I am responsible for picking up my computer when Client Support is finished with it. If I do not bring my Student ID and this form upon pickup, I cannot have the computer transferred into my possession.