OSU Computer Helpdesk Laptop service policy

Last revision: August 19, 2011

EFFECTIVE: September 2, 2011

Students requiring laptop assistance will only receive assistance at the OCH walk-in location on the 2nd floor of the library. This is because the pilot project on the 2nd floor of the library is funded exclusively by student Technology Resource Fees.

OSU Employees are welcome to bring their laptop to the reception desk in the Administrative Services and Consulting offices on the 4th floor for in-person assistance.

Services available:

- Application assistance
- Operating system diagnosis
- Operating System Rebuilds (Backup and Reinstallation)
  - Customers must have their own media/license keys
- Basic hardware diagnosis
- Basic hardware repair/replacement (RAM, Hard Drive)
- Wireless connectivity (OSU_Access and OSU_Secure)
- Virus/malware removal assistance and education
- VPN installation and user education
- Assistance setting up laptop to print to the Info Commons printers

Services NOT available:

- NO intensive application installations (Adobe Creative Suite 3 is one example)
- NO intensive hardware repairs (Mainboard replacement, screen repair and such)
- NO laptops left after the close of business

Virus/malware removal:

- Customer must be present for the duration of the removal process.
- Customer has the option to scan the system, leave the walk-in location with their laptop and return with the scan results.
- OCH consultants provide education and removal materials to the customer.
- OCH consultants will provide preventative methods to customers to prevent future infections.