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Introducing the Laptop Clinic

The laptop clinic is a free service to help solve problems that students at Teesside University may have with their laptop, MacBook, tablet or smartphone. Bring your laptop along to any IT Service Desk and we will book the laptop in and contact you when the work is completed.



When and where are the clinics held?

The clinic is open from the **12th October 2015 to 25th May 2016 (during term time only)** on each Service Desk. It will run from Monday to Friday, 9am to 4pm.

The location of the Service Desks can be found [here](#).

What we can investigate

We will look at Windows and Mac laptops and we can help with software and configuration problems only. The services we provide include:

- Connecting Laptops and mobile devices to the Internet and Email, via the University network
- Virus and malware removal
- Anti-Virus software installations
- OS performance issues
- General laptop enquiries

Please note that we are unable to repair hardware issues or hack account passwords.

For example, we can't upgrade the memory on your laptop or change the hard drive. However, if you do have a hardware issue we can advise you on what to do next.

We may not be able to solve every problem, but are happy to look and see what we can do. If we can't fix it we can provide advice on what to do next.

We are also offering a service for smartphones and tablets at the laptop clinic, for those having difficulty connecting to University wireless, email or other Teesside University IT services. For further help with smartphones you can also use the [IT Help Centre](#) website where you can find setup and connectivity advice.

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How does the clinic work?

On a first come first served basis. We will endeavour to resolve issues with your device within 5 working days. The Laptop Clinic terms and conditions can be found [here](#).

Who can use the clinic?

All Teesside University students. Clinics are not available for staff, visitors to the University or members of the public.

Before you attend the clinic

You will find [self-help](#) advice on the University [IT Help Centre](#) website giving you things you can do yourself to repair and optimising your laptop. The self-help information includes useful links to free antivirus and malware removers. We recommend trying these simple steps before bringing your laptop to the clinic.

If at all possible, make a backup of your data before coming to the clinic. If we need to wipe your machine, you will lose any data which has not been backup up.

When you visit?

If you wish to make use of this service, then the computer you bring to us must be your own property. Please make sure you bring the following with you:

- The laptop that needs repairing
- The power lead for the device (if appropriate)
- An international power adaptor if required for the power lead
- A USB memory device if you wish any data to be copied from the laptop
- A description of the problem (including any error messages)
- Software (including licenses) and all passwords to access system/software
- Your preferred contact details

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