



MOBILEservices

**Technology Support
Help Desk
Walk-In Service**

Prior Health Sciences Library460C

MOBILEservices Conditions of Service

Date: 8/1/09

Users must remain at MOBILEservices throughout the service process. MOBILEservices does not include computer equipment drop-off or overnight repair.

Users are responsible for understanding the impact of upgrades to the computer operating system, applications and utility software. Such upgrades can lead to incompatibilities and the possible loss of data. Computer hardware and software work together and incompatibilities may not become apparent until a later date.

Data is often the most important part of a computer system because it is often irreplaceable. Due to the repair or upgrade process, data may be damaged or deleted. MOBILEservices is not responsible for the loss of any data which may occur while performing work on your computer. You are responsible for backing up your own data before MOBILEservices assistance is performed.

MOBILEservices technicians will not browse through your computer to examine your data. However, they may inadvertently view data during the course of their work. Please remove any personal or private files or data before MOBILEservices assistance is performed.

MOBILEservices technicians will report any apparent or suspected violations of university policy or law to appropriate authorities.

MOBILEservices technicians will refuse work beyond the scope of normal MOBILEservices assistance or inappropriate to the MOBILEservices mission.