



Texas Wesleyan University Information & Communication Technology

Privately Owned Equipment

Policy:

ICT does not provide support for computers or other technology items owned by individual TW students or employees.

Questions and Answers:

Q: Do you provide any support for privately owned machines?

A: The Help Desk will assist users who are trying to configure Internet access from off-campus or in the residence halls, but ICT staff will not provide hardware support or extensive system software troubleshooting, diagnostics and repair, software installation or other services for equipment that is not owned by Texas Wesleyan University.

Q: Why doesn't ICT support our machines?

A: With over 3,000 members of the Wesleyan Community, it is simply not possible for our staff to service privately owned equipment. You can direct simple questions to us and we can try to guide you in the right direction, but please understand we are limited as to what we can do.

Q: Where can I get help?

A: If you need assistance with your computer, printer or peripheral device, you may wish to consult the manufacturer. You might also check to see if your computer is still within its warranty. Definitely take advantage of the warranty if you have one! If your computer does not fall within a warranty, you can try one of the local computer stores. We recommend you make sure to ascertain that the local repair shop has the appropriate experience or certification to make repairs.