

**King's College IITS User Services
Computer Drop-off Form**



Full Name:			
King's Email Address:			
Contact Phone#:			
King's ID #:		<input type="checkbox"/> Student	<input type="checkbox"/> Employee
<input type="checkbox"/> I authorize King's College IITS User Services to diagnose and if possible , resolve the following:			
Computer Username:			
Computer Password:			
<small>(Not your King's password, print & indicate upper/lower case lettering)</small>			
Make & Model	Serial # / Service Tag	Type	Operating System
		Laptop <input type="checkbox"/>	Windows Mac OS
		Desktop <input type="checkbox"/>	Ver: Ver:
		Tablet <input type="checkbox"/>	Other:
Power Cord	Notes/Other Hardware Provided <small>(Describe)</small>		
Y N			

User Agreement:

In signing this form, I hereby agree to allow the Kings's College IITS staff to:

- If necessary, uninstall any currently installed free or purchased programs and files in order to repair the system.
- Install needed antivirus and operating system updates.

I also understand and acknowledge that I am responsible for my own data backup and, if necessary, reinstallation of programs.

I release King's College and IT Services personnel from any financial responsibility in assisting me with the items or problems listed above acknowledge that IT Services is not responsible for loss of software and/ or user data caused by hardware failure.

I ACCEPT ALL OF THE ABOVE CONDITIONS:

Signature Name (Please Print) Date

Received by: (Staff Member) _____

Picked up by <small>(Please Print)</small>	Signature	Date	Time

Returned by: (Staff Member) _____ 1/29/21 KC

Issue	Tasks performed:	Initials	Time	Date
Tune up	cleanmgr.exe (Search name in Windows Start menu)			
	Clear temps:			
	Review installed programs: (Document Deletions)			
	Review startup items: (Document Disabled items/Deletions)			
Infection	Malwarebytes Scan (IITS thumb drive)			
	Notes:			
Infection	ADW Cleaner (IITS thumb drive)			
	Notes:			
Infection	EmsisoftEmergencyKit (IITS thumb drive)			
	Notes:			
Root Infection	TDS Killer/Hitman Pro (Only one run per computer)			
	Notes:			
Tune up	Check Status of Antivirus (If none, security essentials(Win 7, Defender included W8 & W10) IITS recommended AntiVirus - MS Defender			
	Notes:			
Tune Up	Check Windows Update			
	Notes:			
OS Errors	"sfc /scannow" and "ckdsk c: /f /r" (In command prompt)			
	Notes:			
Document All Other Actions Taken				
Notes:				
Final Checks		Person contacted via		Notified By
<input type="checkbox"/> Check for Hiren's Boot CD		PHONE <input type="checkbox"/>	EMAIL <input type="checkbox"/>	
<input type="checkbox"/> Work Completed				