

Hardware Registration Request Form^{v2.2}

Request form for any networked or non-networked computer or device
Return completed form to the Forestry Helpdesk (Peavy 222)

Contact Terralyn Vandetta or Lisa Ganio at: **Network.Billing@orst.edu** if you have questions about your billing statement

Today's Date: _____

Please Print Clearly

USER INFORMATION

Full Name: _____

Phone: _____

Print First & Last Name

Owning Agency (*circle one*): OSU FCG FRESC USFS ODFW

Signature: _____

Your signature indicates that you and/or your responsible party listed below agree to pay the fees for this service AND to notify Computing Resources when you want the device removed from support. *See reverse for billing information.*

Who authorized the purchase/registration of this computer/device:

_____ *Print Name*

_____ *Signature*

Project (*if applicable*): _____

SYSTEM INFORMATION (*Laptops/computers must meet minimum machine requirements. See back for details.*)

TYPE OF DEVICE (*please circle all that apply*): COMPUTER LAPTOP PRINTER PDA INSTRUMENT

WIRELESS CONNECTION: Yes No

LOCATION OF COMPUTER/DEVICE: _____
(Building/Room)

PO NUMBER: _____
(from packing slip)

BRAND (*Manufacturer*): _____

MODEL: _____

SERIAL NUMBER: _____

PURCHASE DATE: _____

COMPUTER INFORMATION (*Laptops/Computers must meet minimum machine requirements. See back for details.*)

COMPUTER NAME: _____

Alternate Name: _____

What do you want your computer name to be – 13 characters or less

In the event that your first choice is already in use

IF SYSTEM is a LAPTOP, fill out additional information below:

Do you use a docking station with the laptop? Yes No

Do you have all the original diskettes and software that came when the laptop was purchased? * Yes No

**If yes, please maintain them in a safe, accessible place. We may need to refer to them if your system experiences a problem*

For Office Use Only:

Date system inspected: _____ Inspected by: _____

Date system added to support: _____ Dean Support (*circle one*)? Yes No

NIC Address: _____ IP Address: _____

Additional comments: _____

Route to: Kevin Hudson

***Forestry Computing Helpdesk must inspect and approve your system/device before system support is approved**

Please read the Policies and Procedures sheet (on reverse) for the type of system you are registering – by signing this form, you agree to these policies

Computer Support Policies & Procedures

If you are using a desktop as your primary workstation in your office but also use a laptop, support for your laptop is available as an extended service. This is a fee-based service that is intended as a convenience to the Forestry network user community. Laptop support provides local, on-site service for the supported users in the Forestry Community, which includes the College of Forestry, the USDA Forest Service PNW, USGS FRESA, and the Corvallis ODF&W lab. Please visit: <http://www.cof.orst.edu/net/policy/laptop/> for additional information or ask for the Laptop/Desktop Support Policies at the Helpdesk.

Support Fees

Workstation/Laptop – \$500/year

PDA Support - \$50/year

Wireless Device - \$60/year

Non-Computer Networked Device - \$60/year

All Fees are Prorated on a daily basis. It is expected that the device will be connected for a minimum 3 month period.

Wireless Support Policy:

- Our wireless installation is evolving and we do not have complete coverage of all areas. Before requesting wireless service you should make sure that the areas you are interested in are covered (map to be provided). Wireless access to the network can be expanded into other areas if there is enough interest.
- Wireless networking is only available for supported computers. Wireless networking will only be provided for handheld devices if the user has paid the handheld support fee for their device. (We will not provide wireless networking for undergraduate students.)
- Users must pay for their own wireless network cards. (We will help with selection and purchase.)
- The wireless fee will be waived for laptops that only use a wireless connection.

Services covered under PDA support:

- Assistance is provided in the specification and purchase of handheld devices.
- Support is limited to attempts to answer basic questions about handheld use (PalmOS and PPC only) and perhaps to provide some instruction.
- Assistance is provided in resolving questions that may come up during installation of the basic handheld communication software on a user's Forestry Computing Resources supported workstation.
- Assistance is provided in resolving synchronization problems with the Forestry Exchange mail system database but not with other data stores or remote communication systems.
- Forestry Computing Resources is not responsible for software or information on the handheld devices themselves. Users are responsible for their own backups and it is expected that users should be able to restore a recent image of the system should problems develop.

Services covered under laptop support:

- Software installation and configuration
- Network and network card configuration
- Ensure modem is operable and can connect to the OSU modem dial up pool using a support test account
- Hardware troubleshooting & repair
- Virus repair
- Non-factory specific upgrades (Memory, etc. that do not require system to be shipped to the factory)
- Liaison to the Technical Support center for the laptop

Note: There may be additional costs, such as software licenses, hardware repair, or upgrade and replacement parts not covered under the warranty or support agreement

Services not covered under the laptop support contract:

- Modem connections involving third party ISP accounts, including calling card connections
- Non-College of Forestry supported software applications
- Non-English applications or operating systems
- Non-supported peripheral devices that are not functioning with the laptop (e.g. personal printer, game controller, digital camera, etc.)

Note: The list above is provided as a guideline to describe the general range of support provided for mobile devices, it is not all inclusive. We will work with the user to make every earnest attempt to provide the appropriate level of service.

User Responsibilities:

1. Register the laptop for Laptop Support Service.
2. Pay the laptop user support fee.
3. Notify support staff when the Laptop Support Service should stop, prior to the desired stop date.
4. Provide all relevant warranty information (invoice, packing slip, proof of purchase date, etc.).
5. Pay hardware and software costs such as, PCMCIA cards (memory, Network, etc.) and software licenses. Users are also responsible for any hardware and software costs associated with the support, repair, or service of the laptop (i.e. Repair or service which can only be performed by the manufacturer).
6. Back up data on laptop prior to bringing the unit in for repair or service.

Note: Forestry Computing Resources is not responsible for data on the laptop. While we will do everything possible to preserve the data on the laptop, some problems require laptop hard disks to be formatted and all software reinstalled during the repair process. For this reason, users assume all responsibility for their data and should back up their data files before bringing their laptop in for service.

Minimum System Requirements:

Laptops must meet current and reasonable minimum system requirements. This enables computing resources support staff to provide the best possible service while not misleading users with the expectation that an out-of-date system can be resurrected.

If necessary, laptops will have to have operating systems and applications converted to English versions before support can provide service. Support will not convert a laptop operating system or application from English to another language. For the current hardware requirements, please visit

<http://www.cof.orst.edu/net/policy/wrkstn/mincfg.php>.

Removing a laptop from Forestry Computer Support:

Obtain a Remove Machine From Support Form from the helpdesk. Complete the form and return it to the helpdesk. The form must be sent prior to the date laptop support services should be stopped. Laptop Support Services will discontinue on the date the form is turned in or the date specified on the notice, whichever is later.

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