Help Desk Expectations

Faculty and Staff

What should I bring to the Help Desk if I am dropping my computer off for service?
If the computer is a desktop, bring only the tower / CPU. Do not bring the monitor, mouse, keyboard, or other cables. If the computer is a laptop, bring the laptop and its charger.

What if my computer's operating system is damaged?
If your computer is one of the Brandeis recommended models, the Help Desk will install Brandeis' standard software image. Otherwise, the Help Desk will reinstall the operating system. This second option takes longer.

What is included in the standard software image?
The standard software image comes with the operating system, Microsoft Office, Firefox, Thunderbid, Adobe Reader, Java, Symantec Endpoint Protection (Symantec is installed on Windows Only).

Will the Help Desk back up my data if the operating system is damaged?
The Help Desk will back up and restore your data. The Help Desk staff exercise all possible care when backing up and restoring data, but data losses do occur, and the Help Desk is not responsible for lost data. Therefore, it is always a good idea to keep an automatic backup of your data.

What if my computer's problem is hardware related?
See the repair shop site for more information.

Students

What should I bring to the Help Desk if I am dropping my computer off for service?
If the computer is a desktop, bring only the tower / CPU. Do not bring the monitor, mouse, keyboard, or other cables. If the computer is a laptop, bring the laptop and its charger.

What if my computer's operating system is damaged?
If it is a PC, you will need to provide your operating system CDs, unless the computer has a recovery partition. If it is a Mac, then we can reinstall the same version of OSX before it was damaged.

Will the Help Desk back up my data if the operating system is damaged?
The Help Desk will not back up your data. It is your responsibility to keep track of your data. We recommend keeping an automatic backup of your data.

What if my computer's problem is hardware related?
See the repair shop site for more information.