Students,

In an effort to expand the technical support services being offered to ALL STUDENTS, Northwestern University Information Technology (NUIT) is offering a convenient drop-in support service, called Laptop ER. Starting Wednesday, October 18, consultants will be available at various times and locations, across campus, for laptop computer technical support.

Laptop ER locations and times include:

**Crowe Café:**
- Sundays: 12 – 4 p.m.
- Tuesdays: 7 – 11 p.m.
- Fridays: 2 – 5 p.m.

**Lisa's Café:**
- Sundays: 3 – 7 p.m.
- Wednesdays: 7 – 11 p.m.

**Plaza Café:**
- Mondays: 3 – 7 p.m.
- Thursdays: 7 – 11 p.m.

Laptop ER consultants will provide the same services that ResNet previously offered (exclusively to students living in on-campus housing) in a much more convenient, flexible, and inclusive manner. Laptop ER is a service for students living both on and off-campus.

These services are available to students with problems on their laptop computers running Windows XP or Mac OS X 10.2 or greater. The following services are available:

* Network connectivity troubleshooting
* Virtual Private Network (VPN) configuration
* Wireless configuration assistance, including 802.1x access
* Limited virus & spyware remediation
* NUTV configuration and troubleshooting
* NetPass registration assistance
* Operating system problem diagnosis and assistance

In order to assist as many students as possible, a one-hour time limit exists for all assistance available at the Laptop ER. If a problem cannot be solved within one hour, a follow-up appointment will be scheduled.

These services are not available through NUIIT:

* Hardware maintenance and repair
In the event that NUIT is unable to assist a student, a consultant will provide alternative resources that may be able to help solve the problem.

The convenient service is available on a first come, first serve basis, and no appointment is needed. A sign-in sheet will be made available at each location to fully ensure a fair and effective support process. To facilitate the support process, students should bring a power cable and operating system CD, if possible.

Please be advised that this service is an effort by NUIT to expand technical support services to all students in a convenient and efficient manner. Students should continue to call the NUIT Support Center for basic assistance and utilize the Laptop ER for hands on support of laptop computers. On-site appointments will continue to be scheduled for students living in on-campus housing who own desktop computers.

Laptop ER consultants are employees of NUIT through our ResNet program and the NUIT Support Center. To maximize response time and improve customer service, students living in on-campus housing are encouraged to take advantage of these improved and expanded processes. Laptop ER enables students to receive just-in-time support, versus the standard three day ResNet turnaround time. This service extension is in response to the overwhelming success and positive student feedback regarding a similar program that was piloted last year. We will continue to monitor the success of this program and notify you of any adjustments, if needed.

You can visit "What's New and Changing with Technology @ NU" at http://www.it.northwestern.edu/transitions/2006/laptoper.html for more information about the service.

Please direct questions to the NUIT Support Center at 847-491-HELP (4357) or consultant@northwestern.edu.

-------------------
NUIT Communications
it-communications@northwestern.edu