

Student Computer Repair Policy

Computers are great when they work, but when problems occur they can be very frustrating. It is important to know what kinds of technical support you may receive and where to find it. Emory & Henry Information Services will help students with network configurations, e-mail, and server-access problems only. We **cannot** help students with general repairs, maintenance, or upgrades to personal computers. Additionally, we **will not** remove viruses from student computers. This is why we provide the best antivirus software application on the market at no cost to you so that, if kept updated, your computer will remain protected from viruses. Our websites, <http://computers.ehc.edu> or <http://getstarted.ehc.edu> also have links to a number of extremely useful anti-malware and anti-spyware applications for free download. We strongly recommend that you install and utilize these programs as well.

Local computer vendors are available to assist students with repairs. E & H does not recommend any particular local computer service provider, and cannot be responsible for making arrangements with vendors on behalf of students. However, listed below are a few local businesses that offer computer repair services:

Abingdon Computer Services	(276) 628-8385	Abingdon
B & C Computers	(423) 274-8405	Bristol
Computer Solutions Inc.	(276) 623-1222	Abingdon
Innovative Computer Services	(276) 646-2570	Chilhowie
Zaphod Industries	(276) 619-4278	Abingdon

For repairs to Dell computers, contact Dell at www.dell.com, or by calling 1-800-234-1490. For repairs to Apple computers, contact Apple at www.apple.com, or call the local Apple authorized repair dealer, Computer Connection in Johnson City at 1 (423) 434-9590. It is best to be near your computer when contacting any tech support service center, because they will need information located on your computer.