

Your Questions. Our Solutions!

INFORMATION TECHNOLOGY HELP

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Campus Laptop Computer Insurance & Security FAQs

? Is repair to my campus-issued laptop free of charge

Answer: Yes!

Hardware & software repair as the result of a virus, software malfunction or "every day wear & tear" is free-of-charge. Examples of "every day wear and tear" are: Keys not working or popping off the keyboard, mouse pad not working, software won't open, dim monitor, won't turn on but not as the result of physical damage, cosmetic scratches, finishes, etc.

? Am I responsible for damage to my campus-issued laptop computer

Answer: Yes!

While most hardware and software repair is **free-of-charge**. If you damage your campus-issued laptop beyond "every-day wear and tear" repair fees could be billed to your student account. You may also be subject to disciplinary action if the damage was determined to have been done intentionally. You are also responsible for loss due to loss or theft

? If I damage my campus-issued laptop computer can I get a replacement

Answer: Yes!

Bring your damaged campus-issued laptop computer into the Northwest Technology Service Center (Jon T. Rickman building) and you can get a replacement.



? Can I be charged fines for my campus-issued laptop computer

Answer: Yes!

Fines can range from **\$25 to \$1500** depending on the level of damage to your campus-issued laptop computer. For instance if you lose your campus-issued AC Adapter [with Northwest label] you will be fined **\$25**.

See the **Northwest Technology Now: a guide for new students** that was given to you at SOAR or see the web address: www.nwmissouri.edu/comperv/SOAR_Guide2017.pdf

? Can I get laptop computer insurance to protect myself from fines

Answer: Yes!

While Northwest does not provide insurance for your campus-issued laptop, you can purchase liability insurance from a 3rd party provider of your choice. Purchasing liability insurance is your choice. Northwest does not endorse any vendor. With that said, three reputable vendors are provided within the **Northwest Technology Now: a guide for new students** that was given out at SOAR.

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