INFORMATION SERVICES

WIRELESS SUPPORT ACKNOWLEDGEMENT

Information Services (‘INS’) provides the following wireless support services to students of Griffith University (‘Griffith’):

- Configuration of student laptops to the Griffith University Wireless Network; and
- Student Wireless Printing services for student laptops (‘Wireless Support’)

In regards to receiving Wireless Support from INS, I, the undersigned, a student at Griffith, acknowledge and agree to the following:

- That my laptop meets the minimum system requirements specified the software or hardware vendors for the product or service for which I require Wireless Support;
- I agree to undertake computer literacy training if such training is identified as necessary to aid in my operation of my laptop;
- Wireless Support is only provided for laptops in the English language and support for languages other than English is at the discretion of the staff member on duty;
- To receive Wireless Support, I must either present to the InfoServices Desk at a Campus Library or attend a Wireless Specialist Support session or a Wireless Drop-in session;
- I will be present at all times while INS provides the requested Wireless Support and will provide INS staff with an accurate description of the problem, including details of any displayed error messages;
- INS may, at its discretion, limit the time period spent in providing Wireless Support to me;
- INS will not provide Wireless Support to me if I have unauthorised or unlicensed copies of software, regardless of whether or not that software is included in the Griffith standard operating environment;
- I confirm that I have backed up the data on my laptop prior to making my laptop available to INS for Wireless Support. I agree to protect the integrity of my computer system from viruses on a regular basis;
- I understand that, while INS will use reasonable care to ensure the safety and security of my laptop, I will not hold INS or Griffith liable for any damage suffered to my laptop while in the possession and control of INS;
- I agree that I will not hold INS liable in any way if my equipment fails or data is corrupted or “crashes” during or as a result of the provision of Wireless Support by INS;
- To the extent permitted by law, INS and Griffith will not be liable for any loss or damage suffered by me in respect of the provision of Wireless Support, including but not limited to loss or damage caused by an event outside their reasonable control, including inclement weather, power spikes or failure of hardware or utilities;
- To the extent that the liability of INS or Griffith cannot be excluded, the liability of INS and Griffith in respect of the provision of Wireless Support is limited in aggregate to resupplying the Wireless Support or paying the cost of resupplying the Wireless Support.

SIGNED BY:

Student Signature ___________________ Student Name ___________________

Student Number ___________________ Date ___________________

If you are under 18 years of age, please have your parent or guardian countersign this form:

I, the parent/legal guardian of the student named above, agree to the conditions set out in this Student IT Support Acknowledgement.

Parent/legal guardian signature ___________________ Parent/legal guardian name ___________________

Date ___________________

Staff Use Only

Entered into InfoServices@Griffith:

Staff Initials: ___________________

Date: ___________________