



### Our Mission

To contribute to the success of the Ithaca College community by offering superior computer support, advice and services on campus.

We recognize the need for easy, affordable, on-campus computer repair and have created the Student Computer Repair Center to meet that need. The Student Computer Repair Center is staffed with trained and certified technicians to provide support for personally-owned student, faculty and staff computers.

We are here to help!



### Additional Support Information

#### On Campus Services

SCRC: [www.ithaca.edu/its/help/scrc](http://www.ithaca.edu/its/help/scrc)  
ITS Support: [www.ithaca.edu/its](http://www.ithaca.edu/its)  
WiFi Hot Spots: [www.ithaca.edu/map](http://www.ithaca.edu/map)

#### Manufacturers

Apple: [www.apple.com/support](http://www.apple.com/support)  
Dell: [www.support.dell.com](http://www.support.dell.com)  
HP: [www.hp.com/support](http://www.hp.com/support)  
Acer: [www.acer.com](http://www.acer.com)  
Lenovo: [www.lenovo.com/support](http://www.lenovo.com/support)

#### Internet Connection

Be sure to contact Apogee for Internet connection issues:  
On-Line: [www.ithaca.edu/its/help/resnet](http://www.ithaca.edu/its/help/resnet)  
Phone: 1-877-478-8893

#### Computer Labs

Need to use a computer while you're waiting for your computer to be repaired? Visit one of the various ITS computer labs around campus: [www.ithaca.edu/its/services/labs](http://www.ithaca.edu/its/services/labs).

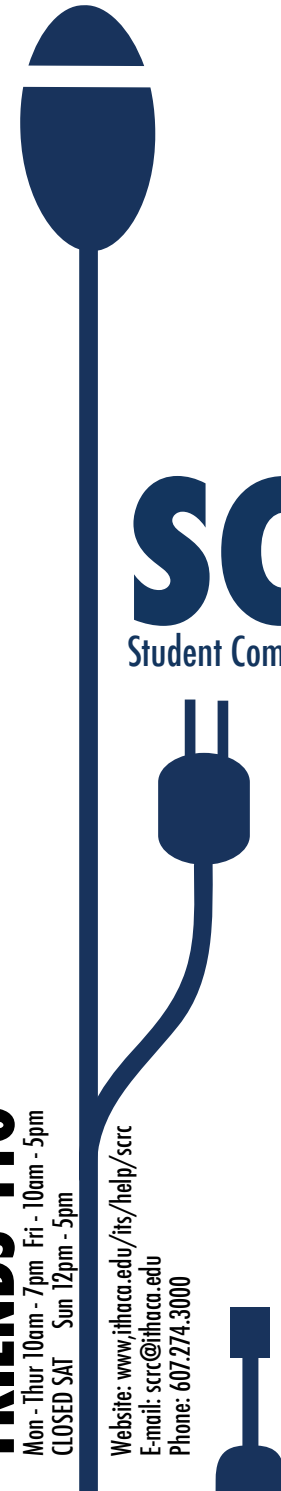
#### Computer Accessories

Looking for computer accessories? Visit the Ithaca College Bookstore.

#### Virus Protection

Stop by the SCRC and speak with one of our knowledgeable technicians about the right solution for your computer.

INFORMATION AND PRICING VALID FALL 2011 - SPRING 2012



### FRIENDS 110

Mon - Thur 10am - 7pm Fri - 10am - 5pm  
CLOSED SAT Sun 12pm - 5pm

Website: [www.ithaca.edu/its/help/scrc](http://www.ithaca.edu/its/help/scrc)  
E-mail: [scrc@ithaca.edu](mailto:scrc@ithaca.edu)  
Phone: 607.274.3000



# STUDENT COMPUTER REPAIR CENTER

## DIAGNOSTICS & REPAIR

**FREE**

**Computer Check Up**  
A quick check for computer problems.

### CLEANING \$25.00

Is your laptop running hot? Extend the life of your computer with this optional service.

### TUNE-UP \$25.00

Computer running slow? Speed it up with this optional service.

### DIAGNOSTICS \$50.00

Extensive hardware and software scan to pinpoint problems.

### INFECTION REMOVAL SERVICE \$95.00

We will remove viruses, spyware and malware and install all operating system updates and patches.

Terms of service are subject to change.

\*Certain models require extensive disassembly and may incur additional service charges.

## INSTALLATION SERVICES

### DEVICE INSTALLATION\* \$25.00

CD/RW, DVD/RW, hard drive, video card, audio card or network card installation.

### MEMORY INSTALL \$25.00

Up to four sticks of RAM in one system. Memory sold separately.

### DATA BACK-UP \$50.00

Up to 4.7 GB of data transfer.  
(\$5.00 per additional DVD)

### SOFTWARE INSTALL \$25.00

One software application. Software sold separately.

### OPERATING SYSTEM INSTALL \$50.00

Includes the installation of all available service packs and updates. Operating system sold separately.

### DATA MIGRATION \$50.00

A one-time migration of all accessible data from one user-provided device to another.

## MISCELLANEOUS SERVICES

1/2 Hour Misc. Labor \$25.00

1 Hour Misc. Labor \$50.00

**For service on your computer make sure you bring:**

### Ithaca College ID

Your college ID will be required for all repairs.

### Operating System Disks

O/S disks may be required for your repair.

### External Hard Drive

For data back-up / transfer.

### A/C Adapter

We can't rely on battery power. Please bring your power adapter.

# ITHACA

Information Technology  
Services