

Appendix E: Customer Equipment Agreement Form

Overview

The Help Desk makes certain equipment available to current students, staff, and faculty members. Equipment availability is dependent on the number of currently in use equipment and on returns of equipment being made in a timely fashion. The Help Desk has set down policies that govern the checking out of equipment and outline the consequences of violating these policies. Among these policies:

- **Unless another return time is specified, the default return time of 4 HOURS WILL BE USED AND THE CUSTOMER WILL BE HELD TO THIS.**
- If equipment is returned up to 2 hours late, a 7 day penalty will be enforced.
For equipment returned after 2 hours late, a 14 day penalty will be enforced.

Equipment available for checkout includes, but is not limited to:

- Laptops
- Projectors
- Mobile Video Cart
- Speaker Phone
- Computer Accessories

Customer Expectations:

- Every year, the Customer **must** read and sign a Customer Equipment Agreement Form **before** checking out any equipment.
- When checking out equipment, the Customer will provide the following information:
 - (a) One of the following:
 - Name
 - x.500 (Internet ID)
 - Student/Employee ID
 - (b) Photo ID CARD (MUST BE Current/Valid)
 - (c) When the equipment will be returned (students need proper authorization from Help Desk management for times past 4 hours). If no time is specified, the default time of 4 hours **will** be used, and the Customer **will** be held to that time.
- The Customer will retain possession of the equipment from the time of initial check out, until the equipment is returned to the Help Desk. The Customer will not take the equipment off the Carlson School of Management premises without proper authorization from Help Desk management.
- For security and reliability reasons, the Help Desk utilizes Deep Freeze on all loaner laptops. If proper file saving procedures are not followed this can result in loss of data (see Appendix F: Deep Freeze Notification). Neither the Help Desk, nor Carlson School of Management is responsible for lost data.

Late Returns and Policy Violations:

The return time stated at checkout (default of 4 hours) will be used to determine if a penalty is to be assessed, and what the length of that penalty is. If the return time falls outside of the Help Desk operational hours (see www.carlsonschool.umn.edu/helpdesk for hours), the equipment must be returned prior to the Help Desk closing, or it WILL be considered late. For late equipment, or other policy violations as deemed by Help Desk management, the following penalties will assessed:

- For equipment up to 2 hours late, the Customer may not check out equipment for 7 days.
- For equipment over 2 hours late, the Customer may not check out equipment for 14 days.
- For excessively late equipment, or for routinely returning equipment late, as determined by Help Desk staff, the Customer will lose the ability to check out equipment for the remaining semester or year.
- If it at any time, it is determined by Help Desk management that excessive policy violations have occurred, an administrative hold may be placed on the Customer's ability to check out equipment.
- Additionally, the Help Desk reserves the right to refuse to check out equipment to the Customer for any reason.

Liability Information:

From the time of initial check out, until the Customer returns the equipment to the Help Desk, the equipment is considered to be in the care of the Customer. While the equipment is in the care of the Customer, the following are the full responsibility of the Customer:

- Unauthorized or illegal uses included, but are not limited to:
 - harassment
 - destruction of, or damage to equipment, software or data belonging to others
 - unauthorized copying of copyrighted materials
 - private business unrelated to University activities
 - creating or propagating viruses
 - disrupting services
 - damaging files
 - making unauthorized or non-approved changes to files
- Any and all damage done to, or caused by, the equipment
- Loss, theft, or vandalism of the equipment
- Any and all accidents, claims, or lawsuits involving use of the equipment
- Cooperating with any investigations that come from use of the equipment including:
 - informing the Help Desk of any case or cause where an investigation might take place
 - promptly completing any incident reports and delivering them to the Help Desk
 - filling out and dutifully helping with any police reports
- Additionally, the Customer waives all claims against OIT for any incidental, special, or consequential damages in connection with the furnishing, performance, or use of the equipment.

Failure to comply with any and all of the terms and conditions of this agreement will result in the loss of equipment privileges. Management reserves the right to make exceptions to this based on the needs of the office and special circumstances.