

QU Tech Center Study Abroad Checklist

The QU Tech Center knows that going abroad is a very exciting and rewarding experience. We also know that losing functionality of your laptop while abroad is very frustrating. The following checklist is a comprehensive list of steps to take before going abroad that will help you to fix the laptop yourself or be able to get the support you need.

Before Leaving:

- Bring your laptop to the Tech Center for a “study abroad check-up”
 - When you arrive at the Tech Center simply ask for the “Study Abroad Check-Up”
- Order the “Restore DVD” for your laptop (For Dell Laptops Only)
 - The Restore DVD will allow you to reimage the laptop yourself if need be
 - Can be acquired through Dell, just call the support number and request the Restore DVD
- Backup your data to an external source (Filespace, Flash Drive, or External Hard Drive)
- Obtain the Dell Support Phone Number for the country you are going to
 - www.dell.com/contactdell
- Find out what kind of power plug the country you are going to use. Buy an adapter if needed.
 - <http://www.kropla.com/electric2.htm>
- Check to see if there is any computer support at the university you are studying at

If your laptop breaks:

- The QU Technology Request Form is available 24/7. Put in a request and provide your AIM SN and times you will be available for us to contact you. We can also provide support via your QU E-Mail.
 - <http://helpdesk.quinnipiac.edu>
 - If you can determine yourself that it is a hardware issue (keyboard, screen, etc...) you will need to utilize the Dell support number that you looked up prior to you leaving.
 - QU offers programs to use for free via citrix (<http://citrix.quinnipiac.edu>)
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Dell Support Number: _____

QU Tech Center Study Abroad FAQ

Q: If my laptop breaks while abroad and needs to be sent to “Depot Repair”, will Dell send me a replacement computer before I send my laptop to be fixed? (for QU Dell Laptops only)

A: If the laptop is deemed to need a “Depot Repair” they will not send you a replacement computer before you receive your fixed or replacement laptop. However, if the laptop is deemed to be replaceable over the phone, a replacement will be sent before you have to send your laptop back.

Q: How long will the Depot Repair take? (for QU Dell Laptops only)

A: The Depot Repair Process can take up to 4 weeks (includes shipping time and repair time).

Q: What is Depot Repair?

A: If your laptop is deemed to be un-repairable in your place of residence or the physical damage is too great Dell will request that you send it for Depot Repair. Dell will send you a box in the mail with a shipping label that you will use to send your laptop in. They will then attempt to repair the laptop at their depot and then they will mail it back to you. As a note, you will likely want to remove your hard drive before sending the laptop since Dell will frequently wipe the hard drive in their attempts to repair the laptop. Please contact the Tech Center if more clarification is required.

Q: How long will it take to receive service at my apartment / dorm? (for QU Dell Laptops only)

A: Just like in the USA, you will receive next business day service via a Dell Tech that will be dispatched to your place of residence.

Q: Is QU Tech Center advice / support still available to study abroad students while they are abroad?

A: Yes, you can submit a Technology Request or you can call the Tech Center during normal operating hours. **M-Th:** 8AM – 10PM | **Friday:** 8AM – 4PM

Q: What do I do if my computer crashes?

A: Submit a Help Desk Request and describe the error message and/or what happened in detail OR if you have access to a Help Desk at the school you are attending, you can also go to them.

Q: Is there a phone number to call if my computer does not turn on and I do not have access to the web?

A: 2 options: You can call the QU Tech Center at 203-582-4357 OR you can call the Dell Support Number for your country.

Q: What do I do if my computer is stolen?

A: All QU Laptops come with the Computrace Program (Lo-Jack for Laptops). First you would have to call the local authorities and report it stolen. You would then contact Computrace at 1-800-81-THEFT (1-800-818-4338)

Q: What if I can't find / never had a Restore CD/DVD? (for Dell Laptops ONLY)

A: Simply call the Dell Support Number and request a restore DVD for your laptop. You will need your Service Tag and Express Service code. Please call the Tech Center if you need assistance calling Dell.

Q: What if I do not have an AIM Screen Name?

A: If you do not have an AIM Screen Name you can also contact us via the school's instant messaging system: Office Communicator. You can access Office Communicator from anywhere in the world via <https://cwa.quinnipiac.edu/> . You can also tweet the Tech Center @QUTechCenter.

Q: Are loaner laptops available abroad?

A: No, unfortunately we cannot extend our loaner program abroad.
