

**From:** White, Gordon [<mailto:gordon.white@med.uvm.edu>]

**Sent:** Friday, July 28, 2017 2:59 PM

**Subject:** Class of 2018 - Laptop Support

Hello Class of 2018,

A few reminders about your laptop and technology support as we work with you during your final year at LCOM.

1. Your laptops are under warranty until you graduate. If you are having an issue with your computer, please contact us. For some problems, we will need the computer in house. We will do our best to provide you with a loaner while the computer is being fixed.
2. The one exception to the warranty is the battery. As we mentioned during orientation, the laptop battery is only covered for 3 years. If your battery has died completely, (laptop will only work on power), please come in, and we will try to assist.
3. Turn-around time for parts from Lenovo has been longer than expected lately. The sooner you can bring us your computer, the better.
4. After graduation, the Alumni Association purchases the computers for you (\$1 each) and they become your personal property. At that time, we can no longer provide support.

If you have any technical issues with your computer or account, please contact the service center:

Calling: 802-656-7300

Submitting a Footprints Trouble Ticket: <https://comis.med.uvm.edu/footprints/default.aspx>

Best Regards,  
Gordon



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