

Category	Product	Support?
Law School wireless		Yes ¹
Home wireless		No
Law School network printer problems		Yes
Laptop exams	Electronic Bluebook™ (EBB)	Yes ²
Spyware / Virus remediation		Consultation Only
Data backup & transfers		Consultation Only
Operating System upgrades		Consultation Only
Basic problem diagnosis & consultation		Yes ³
Operating Systems (supported by Law School network)	Windows 8.1/10, OSX 10.13+ (English-language versions only)	Consultation Only
Operating Systems (not supported by Law School network)	Windows versions prior to 8.1/DOS/Linux/Unix/Mac OS 9.x-10.12	No
Software/Applications		Consultation Only
Hardware		Consultation Only

¹ Most 802.11 a/g/n/ac wireless cards work with U-M wireless networks. Your device must support 802.11a to connect to MWireless.

² Electronic Bluebook will not be used during the Fall 2020 semester, but it is the software we normally use for laptop exams.

³ If time permits, we will provide initial consultation and diagnosis of basic problems (which may in the process resolve the problem). However, in general we do not provide support for applications, operating systems, hardware, or other issues not connected with Law School network access. All other technical difficulties or questions should be directed to the appropriate vendor or laptop repair facility.

Due to the ongoing pandemic...

Law School Information Technology staff will not be holding regular, in-person office hours. Instead, we ask that you contact us via email at LawITStudentSupport@umich.edu and we will get in touch with you as soon as possible using an appropriate remote tool if necessary during our regular hours of M-F 7:30am - 4:30pm.

Troubleshooting for laptop problems such as failed wireless or printer connectivity is available from one of our computer support specialists. We will make every attempt to assist you, but we cannot guarantee that your laptop can be connected to the network.

For technical problems outside the scope of this policy, you will need to contact your laptop vendor (if equipment is still under warranty) or a laptop repair service.

The computer repair service at the U-M Tech Shop (formerly Computer Showcase), is also temporarily closed for in-person business. You can contact them at tech.repair@umich.edu.

For more information about what they do, see <https://its.umich.edu/computing/computers-software/tech-repair>.

** As a precautionary measure, they strongly encourage all customers to back up their personal files, whenever possible, PRIOR to bringing a system in for repair.*