

Category	Product	Support?
Law School wireless		Yes ¹
Home wireless		No
Law School network printer problems		Yes
Laptop exams	Electronic Bluebook™ (EBB)	Yes
Spyware / Virus remediation		Consultation Only
Data backup & transfers		Consultation Only
Operating System upgrades		Consultation Only
Basic problem diagnosis & consultation		Yes ²
Operating Systems (supported by Law School network)	Windows 7/8.1/10, OSX 10.10+ (English-language versions only)	Consultation Only
Operating Systems (not supported by Law School network)	Windows Vista/XP/2000/NT/ME/98/95/3.1 DOS/Linux/Unix/Mac OS 9.x-10.9	No
Software/Applications		Consultation Only
Hardware		Consultation Only

¹ Most 802.11 a/g/n/ac wireless cards work with the Law School network.

² 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.

Troubleshooting for laptop problems such as failed wireless, printer connectivity or Electronic Bluebook setup is available from a computer support specialist on duty in 331 Legal Research (office behind the Reading Room front desk). Walk-in assistance is available on a first-come-first-served basis.

Law School Information Technology 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 the Law School Student Laptop Support Policy you will need to contact your laptop vendor (if equipment is still under warranty) or a laptop repair service.

The Computer Tech Repair Service at the U-M Computer Showcase, temporarily located in the [Shapiro Library](#), provides low-cost assistance with laptop maintenance and repair problems, including:

- Virus remediation and software troubleshooting
- Software installations, including operating system upgrades
- Hardware upgrades and installations (RAM, hard drives network cards, etc.)
- Data transfers and recoveries
- Hardware Repair for Apple, Dell, and HP computers, iPad/iPod/iPhone, Microsoft Surface (warranty and out-of-warranty repairs), and other devices covered by a [Safeware](#) warranty.

** 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. They take all appropriate precautions, but the possibility exists that some data could inadvertently be lost during the course of some repairs. Please protect your personal files!*

For Computer Support & Repair Service questions, e-mail itcs.computer.repair@umich.edu, call 763-6181, or visit <http://www.itcs.umich.edu/repair/>.