

Benefits of the Saint Michael's STUDENT LAPTOP PROGRAM

The Student Laptop Program Includes:



Laptop

A business-class laptop configured to meet or exceed Saint's Michael's College minimum technical standards



4 Year Coverage

4 years of hardware warranty with accidental damage protection



On-Site Support

On-site support and loaner laptop if needed

THE STUDENT LAPTOP PROGRAM

Getting ready to buy a computer to bring to campus? Saint Michael's has partnered with Competitive Computing (C2), Dell and Small Dog Electronics to create our Student Laptop Program so that you can purchase a Dell or Apple laptop that comes with a four-year hardware warranty*, accidental damage protection*, a loaner laptop if you need it, and four years of on-site support. C2, Dell, and Small Dog, in partnership with Saint Michael's College, look forward to providing you with a reliable laptop and convenient service.

WHAT'S INCLUDED

- A business-class Dell or Apple laptop built to last four years
- Four-year hardware warranty*
- Accidental damage protection*
- A loaner laptop when you need it
- Free on-site technical support

*The 4-year warranty and Accidental Damage Protection (ADP) plan for the Macs is provided by a third-party vendor (Apple does not offer these options).

Questions?

On Campus Service Desk:

Next to the Helpdesk in Saint Edmund's 221E | 802.654.2706

IT Helpdesk: email us at ithelp@smcvt.edu | 802.654.2020

FREQUENTLY ASKED QUESTIONS

Can I bring another brand of laptop to school?

Yes, your computer selection is your choice; however, if you purchase a laptop outside of the program, you will need to purchase software separately and if your laptop needs service, you will be charged \$50/hour + cost of parts for on-site services. We are unable to provide warranty repair service for other brands.

What happens if I have problems with my new Dell or Mac program laptop?

You may call or bring your laptop to the C2 Service Desk and you'll receive fast, on-campus support. We have a loaner program available if you need it.

Will support for software issues be provided for program laptops?

On-campus software support for virus, spyware and any other operating system-related issues is included in the Saint Michael's Student Laptop Program. Critical data is also restored as best effort.

What happens if I spill something or otherwise accidentally damage the program laptop?

Laptops purchased through the Saint Michael's College Laptop Program are covered for accidental damages.*

If my program laptop crashes, will the Service Desk restore it back to use?

After repairing a program laptop, the laptop will be restored back to the original configuration.

Can I buy the support package without buying a laptop through the program?

No. The Saint Michael's Student Laptop Program is a bundled value provided by C2, Dell, and Small Dog in partnership with Saint Michael's College.

Order now @ www.smcvt.edu/LaptopProgram

