



Laptop Program User Agreement

Setting up the Laptop

- The laptop will need to be set up for use the first time. To setup the laptop, first connect to a WiFi network. Please follow directions on the screen when you turn the laptop on. When the Microsoft login screen appears, click on “Domain join instead” in the bottom left corner. Continue following the directions on the screen to finish setup.
Note: If you already have a Microsoft account, you are welcome to use it. However, your myWilmU email address will not work.
- Troubleshooting: If you see a screen with “Something went wrong” please select “Offline account” in the bottom left corner. Continue following the directions on the screen to finish setup.

Eligibility

- Laptops are only available to students who are currently enrolled in courses at Wilmington University.
- Borrowers must have no billing holds on their library account.
- Borrower must read and agree to this User Agreement and abide by the University's Policy on Computer Use.

Usage Period

- A limited number of laptops are available on a first come, first served basis and only during designated periods of the academic year.
- Laptops can be used for as long as you are actively enrolled in courses at Wilmington University. If you need to take a semester off, we ask that you return the laptop and apply for a new one when you resume classes.

Equipment Information

- To extend the life of the battery, remember to shut off the laptop when not in use.
- Remember to back up your files before returning the laptop. No data can be retrieved after the laptop has been returned.
- Replacement laptops are not guaranteed if the laptop becomes lost, stolen, or inoperable due to hardware/software failure.
- Limited technology support, excluding hardware/software failure, is available by calling Technology Support, 1-877-708-2905 or visiting www.wilmu.edu/techres/

Returning the Laptop

- For Mailed Laptops: When you are finished using the laptop for your coursework, the laptop can be mailed back using the pre-paid return label included in your shipment. Adhere the return label over top the previous shipping label. Please seal the box with tape. The box can then be dropped off to any USP Access Point: www.ups.com/dropoff. There will be no charge to mail the package back.
 - **Please hold onto the return label and the laptop shipment box. The shipping box must be used to return the laptop. Replacement boxes will not be provided.**
- Laptops can also be returned to the Library front desk on the New Castle Campus during open hours. See website for hours.
- If you lost the return label or did not receive one, please complete the **Laptop Return Form** to request one. The form can be found by clicking on **Reserve Technology** on the Library homepage.

If you have questions regarding the Laptop Program, please email techlending@wilmu.edu