Location and Hours

The IS&T Walk-in Service Center is now a part of the Atlas Service Center. We are located in Building E17, Room 106 (40 Ames Street). We're open Monday through Friday, 8 am to 5 pm, excluding institute holidays.

Check-In / Pass back Process

http://kb.mit.edu/confluence/display/hd/Hardware+Repair+Intake+and+Handoff+Process+%28Atlas+Service+Center%29

What we can repair / cannot repair or service in Service Center

The Service Center performs both hardware and software repairs for the MIT community. If you're seeking service, you'll need to have an active MIT Kerberos account. Our Service Center is unable to lend out tools, parts, power adapters, flash drives etc.

There are power adapters at the Atlas Service Desk. These adapters are for clients and consultants to charge their computers during a consult. These adapters (for Dell, Lenovo and Apple devices) may be available for use if the consultants are not working w/ clients.

There is a mobile device charging station for customer use next to the printer.

The IS&T Service Center is only able to repair hardware and software for MIT Faculty, Staff, Students and active Affiliates.

We are unable to accept hardware via Mail (both interoffice MIT or USPS, FedEx, etc.)

More information on the walk-in center and services provided can be found here.

Hardware

Below is a list of vendors and equipment models that we are certified to work on:

- **Apple**
  - MacBook Air
  - MacBook Pro
  - Mac Mini
  - iMac
  - Mac Pro
  - Thunderbolt Display

- **Dell**
  - Inspiron
  - Latitude
  - OptiPlex
  - Precision
  - XPS
Lenovo – Think-branded models only

No hardware repairs will be started until the client or liaison has completed and signed the Service Center Intake Form.

All equipment, regardless of vendor, should be no older than five years. This information can be verified via serial number.

We do not accept servers, printers, most tablets (only Lenovo Think-branded ones are accepted), smartphones, and/or RAID configured or home-built computers.

Users/Customers do not need to bring monitors and keyboards to E17 if a desktop machine is to be serviced. Only the tower is necessary.

Software

Software repairs typically consist of operating system re-installations, driver updates, software installs, virus issues. Windows and Mac only. The Service Center offers no Linux backups or installs, and support is BEST effort only. Unfortunately, we don't install Windows prior to Win 7, and OS X should be no earlier than 10.8.

Software repairs are not restricted to the hardware items listed above, as we try our best to assist. In that regard, we service software on most consumer computers from vendors such as Asus, Acer, HP, Sony, Samsung, Toshiba, Lenovo Ultra, and Idea-branded models.

We ask that the client provides the team with the computer login password during check-in so that we can troubleshoot more effectively. We may use the vendor's recovery option if required.

Data Backup & Migration Policy

Data backup should be performed, if possible, before the computer is dropped off at the walk-in center. It is highly recommended that you complete a full backup prior to checking the computer in for software repair.

Clients will be asked to fill out an intake sheet to help lessen the risk of data loss due to lack of an existing backup.

If you need help backing up your computer, IS&T provides the following backup options:

- CrashPlan
- Dropbox

Data migration adds significant time to any repair. There is normally a 3 to 5 day window for this type repair.

We will make a best effort attempt to move data on failing external drives to a USB drive, however, we are unable to migrate data from failed drives. However, if your external drive has failed, we can help to refer you to an outside data recovery company.

IS&T staff will ask you to return to E17 to confirm that we have migrated the correct USER data needed for your work. No reformattting of the computer will take place until the client confirms that the needed data has been backed up.

The IS&T Service Center is not responsible for any data loss. Clients and Helpdesk staff should ensure that client has data backups.

Loaner Laptops

We have a limited supply of loaner laptops available in the Service Center for use by the MIT community. An overview of the loaner laptop program can be found here: Laptop Loaner Programs

Additional IS&T Services Offered in E17 (The Atlas Center)

- Password resets Account reset assistance
- Duo
- Email Assistance
- Yubikeys/ Tokens
- Ethernet Cables
- Laptop STOP Tags - theft deterrent

Payment Methods
At the Service Center, we are able to accept the following payment options:

- Institute Cost Object
- Visa/MasterCard/AmEx/Discover
- TechCash
- Checks made payable to MIT

### Outside repair referral

When we are unable to initiate a repair (non-supported hardware) we have historically referred clients to:

- Micro Center – 730 Memorial Drive, Cambridge, MA – 617.234.6400

IS&T cannot be accountable for the work of any outside vendor.