

## Printer Repair Policy

Applies To:	All	Policy Number:	ITS-0023
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### Policy

In an effort to more efficiently manage our institutional cost for printer repair, all McNichols computer users requiring printer repairs should now submit repair requests directly to ITS Help Desk at 313.993.1500 or by submitting a ticket into the online Help Desk system at <http://hd.udmercy.edu>. If the ITS - Help Desk staff can repair the unit they will do so; however, if a 3rd party technician is required, the Help Desk staff will facilitate the repair with Detroit Mercy's exclusive printer repair vendor to ensure the work is properly completed in a timely fashion. All external billable work will need to be approved by the Help Desk staff and will be IDC'd to the department.

Warranty repair work for any printer should also be coordinated through the Help Desk.

If it appears a printer may be down for repair for more than an acceptable period of time and a loaner unit is available, it will be temporarily loaned to the department.

The Help Desk does not coordinate the repair for personally owned printers.