

# Do's and Don'ts

## Do:

- COME TO LAPTOP SUPPORT WITH ANY PROBLEM YOUR LAPTOP IS UNDER WARRANTY
- Shut down your laptop when moving it.
- Handle laptop with care
- Make sure laptop is completely off before closing lid
- Take photos of any windows error you encounter and show it to Laptop Support
- Dust off and clean your laptop regularly
- Ensure no liquid or moist cloths / items come close to your laptop
- Use one antivirus, more than one will block all others and jeopardise your security
- Use your google drive to back up data, google drive is linked to your [uSTUDENTNUMBER@tuks.co.za](mailto:uSTUDENTNUMBER@tuks.co.za) account and has **Unlimited** storage
- Ask Laptop Support if you are unsure about anything
- Come into the Laptop Support office at any time, you **do not** need a booking

## Don't:

- Use your laptop on a material surface, always a desk or hard surface
- Undo the screws and try open the laptop's casing
- Smoke over or near your laptop
- Lend your charger to someone else
- Lend your laptop to someone if you cannot ensure that they follow the **Do's**
- Download torrents or software from illegitimate websites
- Eat over or near your laptop
- Drink over or near your laptop
- Try to fix the hardware errors yourself, it is under warranty and will be fixed for you
- Use your laptop as a coaster for cups/glasses
- Walk around with your laptop open
- Use Smadav, it blocks real antivirus and only scans USB sticks.