COMPUTER CLUB
SUN CITY TEXAS

TO: All Computer Club Members

FROM: The Help Center Director

DATE: July 1, 2022

Subj: Help Center Application

Thank you for your interest in volunteering as a technician in the Help Center. Please review the documents attached to this letter.

These documents comply with the Sun City Community Association Policies and the Computer Club Policies and Procedures. The documents apply to all volunteers who will work under the direction of the Help Center Director.

All volunteers are required to complete the attached Volunteer Application Form. The Help Center Volunteer Non-Disclosure Agreement, will be digitally signed the first time you sign in as a volunteer/technician. All member clients will digitally sign a Release of Liability Form when they come to the Help Center and register for a repair.

Please return the completed application form by email to helpcenter@sctxcompclub.org or bring it to me in the Help Center, which is next to the computer lab in the Activities Center building. I will then contact you later for a brief interview.

Alan Gavron

Help Center Director

HELP CENTER OPERATION

Purpose: The SCTX Computer Club's (Club) goal for the Help Center (HC) is to provide courteous and skilled technical support to Club members in good standing regarding the general operation, maintenance, and security of home-based, non-business computers and related devices. Where practical, all such technical services are to be provided in the Annex of the Cyber Center.

Personnel Matters

1. The Help Center Director will act as liaison between the Board and the Help Center, attend Board meetings, and present matters for Board action.
2. HC volunteers must digitally agree to a Non-Disclosure Agreement annually.
3. HC volunteers must wear the HC badge, visible to the client, when in the HC or on house calls.
4. HC Volunteers are expected to volunteer an average of at least 1 session a week.

HC Operation

1. Services are provided for PC, Apple, and some Android devices and include new computer set up, virus removal, solving e-mail, operating/network issues, and where needed, hardware and software installation.
2. Services shall only be provided for personal-use hardware and software.
3. The HC shall be open and staffed by HC volunteers during posted hours of operation.
4. All HC email communications shall be routed through an approved address: helpcenter@sctxcompclub.org.
5. The HC does not support third party repairs.

Service Matters

1. Member clients must come to the HC to register, and digitally agree to the Liability Release Form on our sign in computer, prior to receiving repair service.
2. Only licensed software shall be installed and only with the client's permission.
3. If new parts are necessary, they must be ordered and paid for directly by the client.
4. Client's devices will be serviced during regular HC hours; when necessary and with the client's permission, their device may be transported to the home of a HC technician for completion of repairs. To keep track of clients' devices, taken home for repair, HC technicians must fill in client information on the Take Home XL spread sheet located on the HC sign in computer.

5. House calls are permitted when required after a Work Ticket has been issued and the Liability Release form has been digitally agreed to.
6. If a HC volunteer makes a house call without a Work Ticket, they must explain to the client that they are not representing the Club.

(July 2022)

COMPUTER CLUB
SUN CITY TEXAS

HELP CENTER VOLUNTEER APPLICATION

Name: _____   **Resident ID** _____

      Address: _____

      Home Phone: _____

      Cell Phone: _____

      E-Mail: _____

Why are you interested in volunteering in the Help Center?

Relevant Experience:

I will comply with the Sun City Texas Community Association's Governing Documents and the Association's Policy for Chartered Clubs as well as the Sun City Computer Club Bylaws and Policies.

_____   _____

Signature   **Date**

(July 2022)

Sun City Computer Club Help Center Volunteer

Non-Disclosure Agreement

I understand and agree that as a Computer Club Help Center Volunteer technician, I will not disclose any data or file content that I access on a Computer Club member's computer or other device, unless required by law. I fully understand that the member's data is to be handled in a confidential manner and is not be revealed or discussed.

Note:

You will digitally sign this statement the first time you sign in as a technician in the Help Center. The acceptance will last one year and be renewed when you sign in after expiration of the previous agreement.

(July 2022)

Help Center Goals

One of the most important aspects of our work is professionalism and understanding the clients' level of computer knowledge and not overburdening them with computer maintenance programs that they will not use. Volunteer Technicians should make sure you understand what the customer is asking help with (e.g. opening email vs cannot connect to the internet). We must make sure our clients understand the implication of our actions that may lose data (e.g. upgrading the operating system). Our work goal is to ensure that the client has some understanding of what we are doing to fix their computer. And what they can do to keep their computer running at an optimal level.

We work in a collaborative learning environment so please ask for help from another volunteer technician if stumped, and share your knowledge, so we all can do a better job. This is really our training program. Also, Phil Lahman monitors our Wiki program on the computer club web site to share your knowledge of computer problems and repair procedures, see it at **www.sctxcompclub.net**. Please take a look!

Technicians can use the free computer repair programs of their choice i.e. Ccleaner, Malwarebytes, Super AntiSpyWare etc. to solve operational problems. But, please ensure the client understands when and how to use these programs, especially how to respond to the pop ups that are selling an upgrade to the on-board free program. You can also check the startup menu items and turn off those programs not required to be running in the background and review with the client, programs they are not using and delete them from their device.

Technicians must make sure that only FREE programs are installed and that the client knows how to update them. For instance, Malwarebytes has to be set up as the free program using its settings tab, and then it will update when it is opened. Additionally, it should also be deleted from the start menu because the free program is a manual program and does not need to run in the background.

Of course the NINITE web site is a nice free source to get programs i.e. Malwarebytes, Libre Office, if the client needs a free office like program. There is also a MAC site like ninite called macapps.link for free MAC programs.

Technicians may also be required to tear down pc towers and or laptops to add memory, get data off of a dying hard drive, or replace the hard drive (which we sell). Here again if the client is computer savvy, have them remove their personal data files at home prior to us replacing a hard drive or doing a clean install of windows 10. There are many unique software and hardware issues that will come up and we should use our team knowledge to solve these issues. Technicians doing client Home Visits should focus on computer, printer, and Wi-Fi related issues. You may be asked to help with other issues and if you have the knowledge (e.g., Fire Stick etc) go for it.

Please note that client's must first sign up for help, using our sign up genius program (using the link in our bi weekly advertisement), or from the computer club homepage under Help Center and then Help Center Sign Up. Clients must then come into the Help Center to register and receive help or schedule a home visit. Volunteer technicians are expected to work at least one Help Center session a week.

(July 2022)