

Get Email, Get MyGov, Get Started!

For Beginners Only

These support packages are offered for use with computers and laptops (your own or NCRC supplied) or mobile devices (tablets and phones). 'Support' includes one-on-one tuition, general advice and assistance for beginners. If you are not a beginner then you can access the '\$5 Computer Clinic' on Tuesdays and Wednesdays.

Support will focus on your stated area of need. Examples are 'Set up my own computer', 'install/maintain computer security', 'set up an email account', 'set up MyGov', 'setup a Paypal account'. The package is free and entitles you to:

- Up to one hour of one-on-one support. Additional time is charged at our usual rates.
- Free computer use during the week you sign this agreement, for the purposes of pursuing your need as stated below.

The fingerprint:

- This is a support and tuition service for beginners with a need for basic skills or who need assistance to setup basic online tools such as email, MyGov or Paypal accounts.
- Staff present at the NCRC will assess whether you are beginner, and whether your area of need fits the criteria for this support package. Their determination is final.
- Support packages are only available to those with a genuine need for support in an eligible area.
- You will provide feedback requested below once you have concluded your supported activities.
- You can access support a maximum of once per fortnight.
- Support must be used in the week you sign up.
- The one-on-one Support component of this package is dependent on the availability of staff.
- The NCRC is not obligated to accept, or to fulfil, appointments/bookings for one-on-one Support.
- The NCRC makes no warranties and accepts no responsibility for the quality of advice, assistance and interventions provided.
- Customer use NCRC computers at their own risk. The NCRC provides no warranty for data stored on NCRC devices, not for the security or privacy of information entered into devices.
- Computers and other devices customers bring into the NCRC remain the responsibility of that customer. The NCRC does not accept responsibility for the electrical and physical safety of customer devices, for the preservation of data stored on those devices, nor for the security and privacy of software and data on customer devices.

FILL IN AT BEGINNING OF YOUR VISIT:

Name

Need for support (eg 'Setup email and MyGov')

I agree to abide by the conditions outlined above:

Your Signature

Date

Office Use Only

I approve this application and deem that it meets the criteria above:

Staff Member Name

Staff Member Signature

PLEASE TURN OVER!

FILL IN AT THE END OF YOUR VISIT:

Were you satisfied with the help you received today? (circle a number)

1 (very satisfied) 2 (satisfied) 3 (mostly satisfied) 4 (unsatisfied) 5 (very dissatisfied)

Duration of your visit: _____ Duration of support provided: _____

Your Signature: _____

If you have any additional comments please write them here.
