COMPUTER CLUB
SUN CITY TEXAS
Technology Education Support

TO: All Computer Club Members

FROM: The Computer Club Board

DATE: January 1, 2024

Subj: Help Center Volunteer Application

Thank you for your interest in volunteering as a technician in the Help Center and when necessary, making home visits representing the Computer Club. Please review the documents attached to this letter.

These documents bring the Help Center Operation into compliance with the Community Association Policies and the Computer Club Policies. These documents apply to anyone volunteering to 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 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 the Help Center Director in the Help Center which is next to the computer lab.

(January 2024)

Help Center Volunteer Technician

Job Description

One of the most important aspects of our work is professionalism and understanding the member's level of computer knowledge and not overburdening them with computer maintenance programs that they will not use. Technicians should also make sure you understand what the client 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 goal should always be 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 its optimal level.

If a repair job is going to take a long time and technicians do not need direct client input, suggest the client pick up their device prior to closing time. Just insure you have their cell phone, user id and passwords for the programs you are working on.

We are also working in a collaborative learning environment so please ask for help from another technician if stumped and share your knowledge, so we all can do a better job. This is really our training program. Also, Phil Lahman's Wiki program on the

computer club web site to share our knowledge of computer problems and repair procedures, see it at 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 operating problems. But, please ensure the member 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.

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 the 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.com web site is a nice free source to get programs i.e., Malwarebytes, Libre Office, if the member 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 and or get data off of a dying hard drive, or replace the hard drive. Here again if the member 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

There are many unique software and hardware issues that will come up and we should use our collaborative team knowledge to solve these issues.

Please note that clients must use the Sign-Up Genius program to make an appointment for help, then must come to the Help Center to register, and agree to our Digital Liability Release Form on our sign in computer prior to receiving any help with their device. This includes scheduling a home visit.

We do make exceptions to this rule when the member has reduced/no mobility.

Work tickets requiring client home visits will be posted on the bulletin board next to the sign in computer. Please review these tickets while working in the help center and contact the member if you are available to make the home visit. 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.

Help Center Opening Procedures

Request technicians arrive for work sessions at least 15 minutes prior to opening to sign in, arrange work tables and put out our equipment (extension cords, mice and, pads).

Prior to the Help Center opening for service, clients will be waiting in the internet café with a numbered ticket showing order of arrival. A volunteer technician will then call out numbers to send clients into the Help Center to be registered for service, complete a work ticket and assign the member to a free

technician. Clients will be let in on the hour, and no client computer equipment will be accepted without the client being registered and present for the repair. No client owned devices will be kept in the annex overnight unattended.

The computer cabinet in the rear of the room has all our supplies and equipment. The key to the computer cabinet is in a lock box (Code 0000) kept under the Help Center Computer on a lower shelf, in the rear on the left side of the room.

Help Center Closing Procedures

Closing procedures for the Help Center include returning all equipment (mice, pads), to the computer cabinet, and hanging up the extension cords on the rear wall. Last one out locks the computer cabinet, returns the key to the lock box, turns out the lights and locks/closes the entrance door. No client devices will be stored in the Annex overnight. Clients must take their devices home and return for our next session to complete their repair.

Reminder: all Help Center technicians and clients must leave the annex at closing time. Routinely there are other groups who will be using the Annex immediately after our session. This may cause issues if a machine is processing changes, but we must stop the process or not start it, if there is a known possibility that there is not enough time and ask the client to return to our next session.

Other Procedures

If a technician with the consent of the client is willing to take a device home to complete the repair work, there is a requirement to sign out the device and maintain contact with the member regarding its status. There is an icon on the sign-in computer desktop that will take you to an XL spreadsheet that must be completed if you take a device out of the Help Center to finish the repair in your home, and must be annotated with the return date when you return it to the member. This will help us keep track of devices being worked on.

There is another XL spread sheet on the sign in computer desktop for the sale of Solid-State SSD hard drives. Please complete all columns so we may accurately keep track of all sales.

All requests for Help Center equipment or supplies should be researched, detailed (i.e., brand, size, cost...) and submitted in an e-mail to me (agavron@suddenlink.net) for evaluation. I will review the request and if approved will purchase the equipment.

(January 2024)

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Help Center Volunteer Application Form

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**

(January 2024)

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 agree to 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.

(January 2024)