

HELP DESK SERVICE REQUEST

Directions: Complete one request for each computer in need of service. If all of the computers in one workgroup are experiencing the same issue, submit one request for the entire workgroup.

Requested By: _____	Room: _____
Computer# _____	<input type="checkbox"/> New Computer Date: _____
Model: <input type="checkbox"/> iBook <input type="checkbox"/> iMac <input type="checkbox"/> eMac	Is this problem urgent? <input type="checkbox"/> Yes <input type="checkbox"/> No
Is your problem related to?	
<input type="checkbox"/> Hardware (See Part 1) This includes the computer, local printer, mouse, keyboard, internal and external storage devices (drives), and peripherals.	
<input type="checkbox"/> Software (See Part 2) This includes applications, documents and the Operating System.	
<input type="checkbox"/> Internet and Network (See Part 3) This includes file sharing, Internet access and network printing.	
FOR TECHNOLOGY DEPARTMENT USE ONLY	
Priority: <input type="checkbox"/> High <input type="checkbox"/> Low	Service Start Date: _____
Status: <input type="checkbox"/> Open <input type="checkbox"/> Closed <input type="checkbox"/> Referred Out	End Date: _____
	Technician: _____

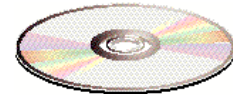


PART 1: HARDWARE

GENERAL PROBLEMS	PERIPHERALS
<input type="checkbox"/> Does not startup/shutdown Did you see a ? at statup? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Keyboard <input type="checkbox"/> Missing <input type="checkbox"/> Not Working <input type="checkbox"/> Missing Keys
<input type="checkbox"/> Date and Time Not Set Correctly	<input type="checkbox"/> Mouse (Wired) <input type="checkbox"/> Missing <input type="checkbox"/> Not Working <input type="checkbox"/> Cord Damaged
<input type="checkbox"/> No Sound <input type="checkbox"/> No Video	<input type="checkbox"/> Mouse (Wireless) <input type="checkbox"/> Replace Battery
<input type="checkbox"/> Install RAM <input type="checkbox"/> Install AirPort Card <input type="checkbox"/> Install Battery	<input type="checkbox"/> Monitor <input type="checkbox"/> No Video <input type="checkbox"/> Not Working Correctly
PRINTING	LOGIN/LOG OUT FAILED
(For Local Printers Only) Printer Model: _____	<input type="checkbox"/> Admin Account <input type="checkbox"/> Teacher Account <input type="checkbox"/> Student Account <input type="checkbox"/> Other Account: _____
<input type="checkbox"/> Needs Ink/Toner <input type="checkbox"/> Black <input type="checkbox"/> Color	
<input type="checkbox"/> Paper Jam <input type="checkbox"/> Poor Print Quality	
<input type="checkbox"/> Does Not Print	

STORAGE DRIVES	CONNECTION PORTS
What type of drive is not working correctly? <input type="checkbox"/> Floppy <input type="checkbox"/> Zip <input type="checkbox"/> CD/DVD What is the problem? <input type="checkbox"/> Can't Read Disk <input type="checkbox"/> Can't Eject Disk	Does not work when a device is attached. <input type="checkbox"/> Sound <input type="checkbox"/> Video <input type="checkbox"/> Modem <input type="checkbox"/> Ethernet <input type="checkbox"/> USB <input type="checkbox"/> Firewire
<input type="checkbox"/> Hard Drive <input type="checkbox"/> Internal <input type="checkbox"/> External <input type="checkbox"/> Drive Will Not Mount	Power Supply <input type="checkbox"/> Will Not Charge (iBook) <input type="checkbox"/> Power Supply/Cord Damaged
<input type="checkbox"/> USB Flash Drive <input type="checkbox"/> Drive Will Not Mount	
SMART BOARD	DIGITAL VIDEO EQUIPMENT
<input type="checkbox"/> Indicator Light is Yellow or Red <input type="checkbox"/> Orientation Issue <input type="checkbox"/> Smart Board Appears Damaged <input type="checkbox"/> Airliner Is Not Working <input type="checkbox"/> Missing Cables or Accessories (pens/eraser) <input type="checkbox"/> Other: (Describe)	<input type="checkbox"/> Camera <input type="checkbox"/> DV Camcorder <input type="checkbox"/> Projector Does the device power on? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Batteries Are Not Charged Does the computer recognize the device? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Will Not Import Photos/Videos <input type="checkbox"/> Missing Connection/Transfer Cables <input type="checkbox"/> Missing Compact Flash Disks or DV Tapes

PART 2: SOFTWARE



APPLICATION	OPERATING SYSTEM
Application: _____ <input type="checkbox"/> Need Help Using <input type="checkbox"/> Not Installed	<input type="checkbox"/> Crashes or Freezes <input type="checkbox"/> Computer Runs Slowly <input type="checkbox"/> Kernel Panic
<input type="checkbox"/> Quits Unexpectedly <input type="checkbox"/> Does Not Launch/Quit	<input type="checkbox"/> Update OS <input type="checkbox"/> Reinstall OS
<input type="checkbox"/> File Does Not Open File Name : _____ Did you receive an error or no permissions message? <input type="checkbox"/> Yes <input type="checkbox"/> No	NEW Computer Deployment: <input type="checkbox"/> Update OS <input type="checkbox"/> Install Approved Software <input type="checkbox"/> Setup User Accounts <input type="checkbox"/> Configure Network & Printer Settings
<input type="checkbox"/> Software Update	

PART 3: INTERNET AND NETWORK ACCESS



AIRPORT SIGNAL	NETWORK AND PRINTING
<input type="checkbox"/> No Internet Access Signal Level: <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	<input type="checkbox"/> Can Not Connect to FileServer <input type="checkbox"/> Can Not Print to Network Printer <input type="checkbox"/> Access Denied/ Insufficient Privileges

Briefly describe the problem you are experiencing.