

## IT-HELP DESK PROBLEM REPORTING FORM

To,  
**IT-Help Desk**  
**Computer Centre**  
 AMU, Aligarh.

**Subject: Application form for reporting problem pertaining to IT-Help Desk.**

### I. Employee details:

1. Employee Name : \_\_\_\_\_
2. Employee ID (PID) : \_\_\_\_\_
3. Department : \_\_\_\_\_
4. Designation : \_\_\_\_\_
5. Contact Information (**Needed so that technical support engineer may contact you at the provided e-mail / mobile number and provide required support**)
  - (a). Telephone (Mobile) : \_\_\_\_\_
  - (b). Intercom : \_\_\_\_\_
  - (c). E-mail : \_\_\_\_\_

### II. Complain Information:

1. Please select (✓) the problem you would like to report:

Network and Support Related	
1. AMU computer (PC/Laptop) is not working since ____ days.	<input type="checkbox"/>
2. AMU Internet connection is not working since ____ days.	<input type="checkbox"/>
3. AMU Printer (Model No. _____) is not working since ____ days.	<input type="checkbox"/>
4. I have forgotten my AMU Wi-Fi Account username and Password.	<input type="checkbox"/>
5. My AMU Wi-Fi connection is not working since ____ days.	<input type="checkbox"/>
6. I need a new AMU Wi-Fi connection for myself.	<input type="checkbox"/>
Website Related	
7. My personal information is not correct on the AMU website.	<input type="checkbox"/>
8. I have been newly appointed to AMU, I want to have my login and password for profile update.	<input type="checkbox"/>

9. I want to reset my website profile password (PID _____).	<input type="checkbox"/>
10. I have forgotten my login and password for updating my profile on website.	<input type="checkbox"/>
11. I am facing problem uploading my CV/Photo/publication on AMU website.	<input type="checkbox"/>
12. Other (if any) please specify: _____	<input type="checkbox"/>
<b>Asset Maintenance Related</b>	
13. My Office AC is not working since _____ days.	<input type="checkbox"/>
a. Office AC was purchased by please select (✓) computer centre <input type="checkbox"/> / department <input type="checkbox"/> .	
b. AC Purchase order No. _____ and date _____.	
14. My Office UPS is making lot of noise since _____ days.	<input type="checkbox"/>
a. Office UPS was purchased by please select (✓) computer centre <input type="checkbox"/> / department <input type="checkbox"/> .	
b. UPS Purchase of order No. _____ and date _____.	
<b>E-mail Related</b>	
15. I want to reset my AMU e-mail password. (official email ID _____)	<input type="checkbox"/>
16. I need a new username and password for AMU e-mail.	<input type="checkbox"/>
17. Other (if any) please specify:	
	<input type="checkbox"/>
<b>Important Note:</b> Computer Centre will not process any request that has incomplete information/missing information.	

Date: \_\_\_\_\_

Signature of Employee: \_\_\_\_\_

-----X-----X-----X-----

**For Compute Centre Use ONLY**

(Details of Action Taken by Computer Centre)

Status of the complaint: ☐ Completed on \_\_\_\_\_ (date)☐ In progress

Details of Action taken: \_\_\_\_\_

(Please attach completion report if applicable separately)

Date: \_\_\_\_\_

Signature of concerned person: \_\_\_\_\_