

Computer Repair Request Form

Name: _____ Room: _____

Date this request was submitted: _____

If you have more than one computer in the room, please hang a sign on the computer needing repair.

Help Us Help You!

Please check the following before submitting a repair request.

1. Are the computer, monitor, and other pieces of equipment plugged into the electrical outlets on the wall and/or surge outlet strip and turned on?
2. Are all the cables securely connected from the back of the computer to the appropriate device or network wall outlet?
3. Is this computer the only one in your room experiencing the problem?
4. Are computers in other rooms experiencing the same problem?
5. Have you completely turned off your computer and restarted it?
6. Before you report a problem with the Internet, please check several web page sites first.

Prior to submitting a computer work order, please restart the computer and note any message(s) that appear during the startup. Include the message(s) with your description of the problem when creating a work order. Please **describe as accurately as possible**, giving as much detail as possible as to what happens or happened. Does this problem occur when running all software or just one particular piece of software, etc.?

Description of Problem:

- ☐ Need software installed ☐ Can't access the Internet ☐ Monitor isn't working ☐ Can't log in
☐ Printer won't print ☐ Printer prints incorrectly ☐ Need Ink ☐ Other (describe below)

Details of Problem:

If this is a **printer problem**, what kind of printer do you have? (HP 610, Lexmark Z20...will be on front cover)

What have you tried to fix this? What happened?

For Technology Coordinator Use Only

Problem Diagnosed:

Action Taken

- ☐ Repaired/Solved: _____
☐ Referred to Tech: _____
☐ Parts Ordered: _____