

# Technical/Equipment Repair Request Form For Information Services Department

Instructions:

1. Complete Repair Request.
2. Turn it into Site Computer Assistant's mailbox.
3. Site Computer Assistant will perform 1<sup>st</sup> Level Troubleshooting.
4. If 2<sup>nd</sup> Level Troubleshooting is needed, the Site Computer Assistant will fax the request to the Information Services Department at **x721** and the Regional Technician will be sent out.

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Phone# \_\_\_\_\_  
School: \_\_\_\_\_ Room: \_\_\_\_\_  
Serial# \_\_\_\_\_  
District Unit # \_\_\_\_\_

1. Description of Item (that needs service):

Model:  Apple Computer     CIMS PC     CIMS Scanner(not scanning)  
 Library/Lab PC     Other

2. Description of Situation (Check the box):

- |   |   |
|---|---|
| <input type="checkbox"/> Freezes ( <i>explain below in Comments section</i> )       | <input type="checkbox"/> Printer is not responding        |
| <input type="checkbox"/> Won't boot/startup   | <input type="checkbox"/> Poor print quality               |
| <input type="checkbox"/> Unexpectedly quits programs.                               | <input type="checkbox"/> Paper jams                       |
| <input type="checkbox"/> Gives Error Message ( <i>explain in Comments section</i> ) |   |
| <input type="checkbox"/> Internet (Netscape, Internet Explorer) not working         | <input type="checkbox"/> Can't connect to <b>CIMS</b>     |
| <input type="checkbox"/> E-mail not working   | <input type="checkbox"/> <b>CIMS</b> password not working |
| <input type="checkbox"/> OTHER:   |   |

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Comments:

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Computer Assistant Initials: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Comments to Service Department: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For Office Use Only  
Date Received: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Received by: \_\_\_\_\_

Regional Tech Comments: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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