

IT Support Request

Name: _____

Room: _____

Date: _____

Needs:

1. Password reset (circle): IMS Outlook Mail Other: _____

2. Technology: check all that apply

_____ Printer

_____ Projector

_____ Mac

_____ Laptop (Teacher or Student)

_____ Other _____

3. Location of hardware in room: _____

4. Computer is used primarily/exclusively by teacher/students.

(Circle one)

(circle one)

5. Describe the problem(s): _____

Have you:

- restarted the hardware? _____
- reset the hardware by pulling the power cord or unplugging it, waited 1 minute, and then restarting? _____

6. Did anything unusual occur prior to the problem? If so, explain. _____

Return completed form to Brandis Thompson.

Status:

Date:

Resolved:

Checked

Yes No

Referred to Allen

Yes No

Referred to Shade, IT.

Yes No