

MAST Academy

Request for Technical Support

PLEASE GIVE THE COMPLETED REQUEST FOR TECHNICAL SUPPORT FORM TO MS. GRACE IUDICA.

SERVICE REQUEST NUMBER: _____

Requester: _____ Room #: _____ Date _____
(Name)

E-mail address: _____ PC# / Serial #: _____

Student Name: _____ Grade: _____ I.D. #: _____

Computer Operating System:

Win 2000 Win XP Other: _____
(Specify)

Service Needed:

<input type="checkbox"/> Computer Type _____ Manufacturer/ Model	<input type="checkbox"/> Printer Type _____ Manufacturer/ Model	<input type="checkbox"/> Software Installation Title _____
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<input type="checkbox"/> Scanner Type _____ Manufacturer / Model	<input type="checkbox"/> Digital Camera Type _____ Manufacturer / Model	<input type="checkbox"/> Other _____ Type _____
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Description of Problem(s): Explain in detail any error messages if any that you may be getting on the screen.

Is the problem: Constant or Intermittent?

Explain any basic troubleshooting that you have done to *fix the problem* prior to submitting this request?

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OFFICE USE ONLY

Date Reviewed: _____

Date Processed: _____

Date Completed: _____

This request for service was performed by: _____ Date _____

Service completed? Yes / No

If yes, explain service performed.

Service pending, explain why service is pending (parts needed, etc.)
