

## Technology Problem Report Form

Name: \_\_\_\_\_ School: \_\_\_\_\_ Date Reported: \_\_\_\_\_

Contact info (email address or phone number): \_\_\_\_\_

### **ID Method**

(Please include the location of the hardware in the room and/or the Inventory ID, if applicable)

**Equipment Location:** \_\_\_\_\_

**Inventory ID:** \_\_\_\_\_

**Serial Number/Service Tag:** \_\_\_\_\_

### **Before reporting a problem, please check the following:**

	<b><u>Yes</u></b>	<b><u>No</u></b>
Is the equipment plugged in and powered on?	___	___
Are the cables securely in place?	___	___
Have you restarted the equipment?	___	___
Have you tried the same process on another computer?	___	___

### **Hardware and/or Software**

Select the equipment with the reported issue(s):

CPU\_\_ Monitor\_\_ Mouse\_\_ Keyboard\_\_ Floppy Drive\_\_ CD/DVD-Rom\_\_ VCR/DVD player\_\_

Projector\_\_ Document Camera\_\_ Printer\_\_ Scanner\_\_ Smartboard\_\_

Other \_\_\_\_\_

Software Application(s) \_\_\_\_\_

Need replacement ink toner/cartridge: **Yes** **No**

Black: \_\_\_ Color: \_\_\_ Please specify color(s). \_\_\_\_\_

**Describe the problem:** Please be as specific as possible in your description, ex. 'when I log into my network account, the computer freezes'; 'Printing quality is poor', 'Internet is unavailable'.

Additional information that is helpful: Is the problem intermittent or does it happen all the time? Does the issue only happen with particular software? If yes, please indicate the software. Has this computer had the same problem before? Is there a problem with the projector bulb? Is there a paper jam or is the print quality not good? Is the monitor displaying properly?

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

Received by: \_\_\_\_\_

Problem Fixed by: \_\_\_\_\_

Comments: \_\_\_\_\_

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

\_\_\_\_\_