

FOREST HILLS HIGH SCHOOL

Help Desk Ticket

Please complete one ticket for each machine in need of service. If all of the machines in one workgroup are experiencing the same problem, submit one ticket for the entire workgroup.

PLEASE SUBMIT THIS FORM TO ANDREA KOTSAY IN ROOM 145

Requested by: _____ Room# _____

Date of Request: _____ Time of Request: _____

Computer Number
Model Number

DOE#:	Serial #

Type of Problem
(please check all that apply)

SMART BOARD/PROJECTOR	CD ROM DRIVE	SERVER PROBLEM
FROZEN	KEYBOARD PROBLEM	OPERATING SYSTEM PROBLEM
MONITOR PROBLEM	MOUSE PROBLEM	VIRUS
WON'T LOAD SOFTWARE	NO INTERNET	INSTALLATION NEEDED
INSUFFICIENT RAM	PRINTER PROBLEM	CANNOT OPEN APPLICATION
DOES NOT TURN OFF	SCANNER PROBLEM	HARD DRIVE ISSUE
PASSWORD PROBLEM	NETWORKING PROBLEM	OTHER (PLEASE DESCRIBE BELOW)

Describe the Problem(s) on the Lines Below

ASSIGNED STAFF USE ONLY

Service Start Date: _____ Service Completion Date: _____

Ticket Status: _____ Comments: _____
 Open
 Closed
 Referred Out
