

Date _____

Heat Ticket # (Media Center Use Only)

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Computer Help Form

Please try the following troubleshooting steps before reporting a problem.

Computers:

- Power off the computer & monitor, unplug all cords at both ends, including power, network connection, mouse, and keyboard, and plug back in. **Restart computer.**
- Make sure the power switch (red, on back of the computer) is set on 115, NOT 230
- Is there a blinking green or amber light on the back of the computer at the network connection?
Circle: YES NO

Printers:

- Check cartridges and replace empties
- Power printer off, unplug at both ends, plug back in.
- Does laser printer has green link light on in the back at the network connection?
Circle: YES NO

Describe additional solutions tried:

IMPORTANT! We must have the information below in order to log this into the computer repair online system.

Teacher/staff name: _____ Room # _____

Model # (M/T, TYPE) (e.g. 6578-RAU) _____

Serial # (S/N) (e.g. 78-OCGP9) _____ (7 characters)

Number written in white on the monitor and CPU
(Optional - helpful when multiple computers are in the room) _____

Describe the problem (type in exact error message, if any):

Take this form to the Media Center or email to shstechsupport.wcpss.net