FOREST HILLS HIG 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)

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

Describe the Problem(s) on the Lines Below

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

ASSIGNED STAFF USE ONLY

Service Start Date:__________________________ Service Completion Date:__________________________

Ticket Status:
____ Open
____ Closed
____ Referred Out

Comments:________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________