

Service Request Form

Print out and Fax to 584 1964

Tips for submitting a service request: Be brief but complete in your answers. Submit a **separate service request for each problem**. Watch your E-mail for acknowledgment of your request and assignment of a trouble ticket. Questions marked with an X are required for request submission.

Your name X _____

Your **Office365** E-mail address _____@bcos.org

(If you want an E-mail response to confirm your ticket creation. As of 1/2004, responses are ONLY sent to OFFICIAL accounts.)

School X _____

Room number or a short description of location X _____

What needs service? X _____

If equipment needs service, what is the serial number? (Or identify the machine in such a way as the tech can find it if you aren't present when they arrive.) X _____

*(If a Dell computer look for the **Service Tag** number.)*

If other than computer equipment, then briefly describe: _____

What was the failure? X _____

What software were you using? _____

Is the failure repeatable? X *Yes* _____ *No* _____ *Sometimes* _____

Were there any changes made before the failure? _____

Were there any error messages displayed? (If so, note here): _____

Any additional information that would be helpful in resolving your request?
