

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 **TEN-NASH** Email address _____ **@tennk12.net**

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

School **X** _____

Room number or 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** _____

(Usually a ten-digit number that begins with 97, 98, 99, or 20 if Premio brand)

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* _____

Where there any changes made before the failure? _____

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

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