



IT Work Order Request

Name: _____

Location: _____

Date and time: _____

*The following steps must be completed prior to submitting this work order.

1. Make sure everything is plugged in and there is power.
2. If it is a laptop and it has an internet button, make sure that it is activated.
3. Re-boot the computer.
4. Complete the following steps in order (Elizabeth, Orlando, Thomson & Debra Lane)
 - a. Turn the computer off
 - b. Unplug the cable/dsl modem
 - c. Wait 1 minute
 - d. Plug the cable/dsl modem back in. Lights should begin to flash somewhat randomly on the modem.
 - e. After a minute or so the lights should be solid or flash more consistently.
 - f. Turn the computer on.

<p>In a brief narrative, describe the nature of the problem. Example: "When I click on the print icon, nothing happens" If you are getting a specific error message, what does it say? What are you experiencing w/ the computer, printer, internet connection etc.? Avoid being too technical. Simply describe, on a practical level, what is happening when you try to use the computer, printer or internet.</p>
<p>Deadline by which this work order must be completed (ASAP is not acceptable):</p> <p style="text-align: center;">Date: _____ Time: _____</p>
<p>Work Order received: Date: _____ Time: _____</p>
<p>Work Order completed: Signature: _____ Date: _____</p>
<p>Resolutions/Actions Taken and any IT Preventative recommendations:</p>

*Completed work order requests will be kept in a binder in the copy room.