Computer Services
Technical Service Request

For problems with your PC, Network, Internet, Email or any requests for assistance other than Banner or Reporting, use this form. **Do not email, call or visit the technicians/programmers directly. Report your computer problem or request assistance by completing the form below.** The appropriate staff member will contact you as soon as possible (by telephone or by e-mail) to discuss the problem, give you your assigned work order number and schedule service (if necessary). **You may also call in your request to our help desk.** The help desk can be reached by dialing **extension 3744. When calling the help desk, a work order number will be given at the end of your call. Reference this number in all communication regarding the work order.**

When reporting problems or requesting service, please include as much information as possible. The more information you can provide the faster we can ascertain the solution to your problem. Such information includes:

- The exact nature of the problem. Include a complete description of the problem. Provide the exact wording of the error message (if any).
- Which application(s) (such as Excel or WordPerfect) are experiencing the problems? Please provide the version number if known (Microsoft Word 97, for example)
- Exactly what error messages are displayed?
- Which kind of system (DOS, Windows, Macintosh OS or UNIX) you're using.
- Where were you located when you had the problem?
- What date(s) and time(s) did you experience the problem.
- How you are accessing the campus network (locally or via dialup).
- A phone number and/or email address where you can be contacted.
- For network problems, please provide your location (off-campus, dormitory, office) and your method of access, if known.
- For hardware problems: please provide the brand name/model number (for example, Hewlett-Packard LaserJet 5) and whether the hardware is your own personal property or your department's.
- for e-mail problems, please provide the username
- Any other relevant information.

For Service please allow sufficient time to plan for your event. A 72 hour noticed is needed to effectively fulfill your request. Provide the following details:
- Event date and time
- Items needed
- Personnel needed and job to be performed
- Any other relevant information.

If your problem is that you need to know your account password or have your password reset, please call or come to the Help Desk and be prepared to show ID or give identifying information.

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Date: _____

User ID: _____

Name: _____ _____ _____
First   Middle   Last

Phone: _____ Email Address: _____

MVSU Status: ☐ Student   ☐ Staff   ☐ Faculty   ☐ Retiree   ☐ Other

Department: _____

Operating System: ☐ Windows XP ☐ Windows Vista ☐ Mac ☐ Linux ☐ Unix ☐ Other _____

Location of Problem: _____

Type of Problem: ☐ Operating System ☐ Hardware ☐ Software Application ☐ Email ☐ Network
☐ Internet ☐ Server ☐ Service Request ☐ Other _____

Describe problem in detail (include error messages):

Details of Service Request:
Event Details
Date: _____ Time: _____ Type / Name: _____

Items needed:

Personnel needed:

Duties of personnel: