

Technical Support Request Form

Please fill out all the fields on this form. After this form is filled out, it goes to Nick Kozin at the CASE office via interoffice mail or fax it to the CASE office at (630) 942-5601.

Another alternative to requesting technical support is e-mailing Nick Kozin at nkozin@case.dupage.k12.il.us using your CASE e-mail address. If this is the option that you should choose to use, follow the form as the guideline to giving the appropriate information. When requesting technical support, e-mails from non-CASE addresses will be disregarded.

Name: _____ Date: _____

Phone: _____ CASE e-mail address: _____

Location (circle one): CASE CIS Glenwood Other: _____

Type of equipment (i.e. Desktop, laptop, printer, etc...): _____

Serial Number (bottom of laptops, back of desktop/printers): _____

Identify the problem(s):

Actions taken:

All requests will be serviced according to the order it was received.

The C.A.S.E. office is not responsible for any lost data so please back up all materials prior to having service done to the equipment.

Here are some general self- help suggestions:

- Have you restarted the computer?
- Are all the connections connected?
- Not turning on? Is the power connected? Is the battery charged (laptops)?
- No sound?
 - o What is the volume level?
 - o Are the speakers plugged in?
- No display?
 - o Is the monitor powered on?
 - o Is the monitor plugged in?
- Are you entering the correct user name and password (case-sensitive)?
- Is the disk/CD/DVD/Flash drive in the appropriate location?