

# Technical Support Form

Please complete the entire form and be as specific as possible.

Name (please print): \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Operating System: (Choose one and select the version)

\_\_\_\_\_ Mac Operating System

\_\_\_\_\_ Windows Operating System:

Version 10.3 (Panther)

Windows 2000

Version 10.4 (Tiger)

Windows XP

Version 10.5 (Leopard)

Windows Vista

Version 10.6 (Snow Leopard)

Windows 7

Brand of Machine (i.e., Dell, Compaq, iMac): \_\_\_\_\_

If your request involves problems with the Internet (please choose your web browser):

Safari     Mozilla Firefox     Internet Explorer     Netscape Navigator/Communicator

Printer Model (please write model number):

\_\_\_\_\_ Brother    \_\_\_\_\_ HP    \_\_\_\_\_ Epson    \_\_\_\_\_ Other(specify)

If you need ink/toner for your printer, please write type (color or black) and the cartridge number:

\_\_\_\_\_

**Details (REQUIRED):**

Please provide details on what type of support you are requesting from the technical administrator: (Please include error messages, if relevant)

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**Urgency (REQUIRED):**

\_\_\_\_\_ Need Immediate Assistance    \_\_\_\_\_ Within 24 hours    \_\_\_\_\_ Within the week

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Note:** These will be processed according to the urgency. Any problems that cannot be handled within the requested time frame and/or require additional assistance will be referred to Dave Hennrich, Arts and Sciences Computing.

Ashley L. Tate  
5/7/10