

**John H. Francis Polytechnic High School**  
**Computer Service Request Form**  
(Return completed form to Technology Office, Room 90)

**FOR YOUR CONVENIENCE, SERVICE REQUESTS CAN BE MADE ONLINE AT:  
[HTTP://WWW.POLYHIGH.ORG/HELPDESK](http://www.polyhigh.org/helpdesk)**

Teacher Name: \_\_\_\_\_ Room#: \_\_\_\_\_ Date: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Please use this form to report problems with computers in your classrooms or computer labs. You can also use this form to request software installation on the computers given that the school owns appropriate licenses. For more information regarding software licenses please see Gerardo Loera in room 90.

**What type of problem(s) are you experiencing?**

- Network/Internet – Computer not connecting to the Internet or not logging on.
- Printer - Printer not printing, jam, ink levels low, no power.
  - Black ink low/out
  - Color ink low/out
  - Printer not printing properly
- Hardware – Monitor or Computer not turning on or making noises.
- Software – Errors Messages, Installation, removal or transfer of software and licensing.
- SIS – Student Information System
- Other: \_\_\_\_\_

Please give a short, concise description of the problem or service you are requesting:

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What do you feel is the urgency level of this request? (Circle one) (Low) 1 2 3 4 5 (High)

**Do not write below this line.**

Service Rep Only

PROBLEM ID: \_\_\_\_\_ (Number used for electronic tracking)