

Date: Ticket/Ref: Technician: Preferred contact: 

### 1) Customer and Device Information

Customer name: Company (if any): Phone: Email: Device type: Brand/model: Approx age: Serial (optional): OS: In-person or remote: 

### 2) Issue Summary

What is the problem? (include error messages if possible)

When did it start?  Any changes before it Is it constant? ☐ Yes ☐ No Any error codes? 

### 3) Common Symptoms (check all that apply)

☐ No power / no lights☐ Wi-Fi / internet problems☐ Powers on but no display☐ USB / peripherals not working☐ Blue screen / crash☐ Storage low / disk errors☐ Slow performance☐ Software won't open / crashes☐ Overheating / loud fan☐ Windows update failing☐ Random restarts☐ Suspected malware

### 4) Access, Data, and Priority

Admin access?  Urgency/deadline: 

Any data at risk or backup needed?