

Catahoula Parish Technology Repair Request

Please complete this form and turn it in to your school office.

COMPUTER WON'T START: Push, jiggle, jab (whatever) the on/off switch. Sometimes they get dirty or just plain old.

Check to see if it is plugged in - at the wall, the surge protector (if you have one) and the back of the computer.

Plug something else in the wall outlet to see if there is power there.

Listen to the computer. It might be on and the trouble is with the monitor.

If the computer is on but the screen is blank, check to see if the monitor is turned on - all plugs are securely plugged in. If all is on, check the settings on the monitor - contrast, brightness, try another monitor.

NO INTERNET: Make sure the network cables are plugged in. Make sure the cables are plugged into the hub and that it is powered on.

PRINTER WON'T PRINT: Is it turned on? If so, turn it off then back on.

Checked all AC plugs from the wall to the printer and anything in between.

Check the cord from the computer to the printer. Jiggle the connectors gently to see if they are firmly seated.

Is there paper in the printer? If so, is it feeding properly?

Is there any paper jammed in the printer?

Are the ink cartridges empty?

Unplug the printer and shut down the computer. Plug the printer back in and re-start the computer. Try the printer again.

Click "Start" - "Settings" - "Printers". Click on your printer and make sure that it is the Default Printer. (XP - Click "Start" - "Control Panel" - "Printers and Faxes")

MOUSE OR KEYBOARD NOT WORKING AT ALL: Shut down the computer. Unplug the mouse and plug it back in. Restart the computer.

SMART BOARD WILL NOT COME ON: Check all connections (Power and USB cables) Unplug everything, including the computer. Plug them back in and try it again.

All troubleshooting tips listed above have not solved my problem. I am requesting a technician.

FORM MUST BE AS COMPLETE AS POSSIBLE OR REPAIRS MAY NOT BE COMPLETED IN A TIMELY MANNER.

PROVIDE YOUR COMPUTER IP ADDRESS FOR REMOTE ASSISTANCE/REPAIRS.

You can find this by clicking "What is my IP Address" on our Webpage or by going to : <http://checkip.dyndns.org/>

Teacher's Name (Mandatory):	
Room# (Mandatory):	
Equipment Serial#:	
Inventory Tag#:	
IP Address of computer: (For remote assistance/repairs)	10.249.____.____ Check here if you cannot get on the Internet or Web <input type="checkbox"/>
Make/Model (If Possible):	
Item (Computer, etc.):	
Problem in detail (Mandatory):	Internet access YES <input type="checkbox"/> NO <input type="checkbox"/> (Office, put this in your request for service)