

Reporting Computing Problems in This Room Call HelpDesk at 3-3375

If you experience a functional problem with a computer or peripheral device in this room, please report it to **HelpDesk** by calling **3-3375**. If you are at the computer when you place the call, the HelpDesk operator can help you try to resolve the problem yourself while you're on the phone or, alternatively, can generate a work order that will be forwarded to an **Academic Computing** support person.

When you call HelpDesk to report a problem, be prepared to provide the operator with the following information:

1) The building and room number where the problem is happening:

Building: _____ **Room:** _____

This room is a (circle one): **Smart Classroom** **Computer Classroom with Multiple Computer Stations**

2) Your name: (you'll be the contact person associated with the work order)

Work order called in by: Name: _____ **Department:** _____

3) Your contact phone number: **Phone Number:** _____

4) Which machine is manifesting the problem: (e.g., "student station Glede32" or "the teacher's station". Each Student Computer Station will be labeled with the Station Name on the top of the Nova Desk).

Machine Name: _____ *This is a (circle one):* **Teacher Station** **Student Station**

5) A detailed description of the problem

During the course of the call the HelpDesk operator may enquire of you whether it's OK for a support person to come to the room **while your class is in session**. If you prefer that your class not be interrupted, the support person will identify a time when the room is not in use and plan to work on the problem at that time.

At the close of your call to HelpDesk, the HelpDesk operator will inform you of the work order number that has been assigned to your call. This number will serve as a quick reference to your call for the both the HelpDesk operators and the support person who responds to your call at the on-site location.

COMMON PROBLEM DESCRIPTIONS:

PROJECTOR: The projector will not power on, the remote for the projection unit is not responding, the image is not projecting on the screen.

MONITOR: The monitor is not receiving power; the monitor does not have an image.

MOUSE/KEYBOARD: The mouse/keyboard is not responding, the mouse/keyboard is unplugged.

VCR: The VCR is not receiving power, the VCR image is not projecting on the screen, sound from the VCR is not audible.

COMPUTER: The computer is not receiving power/will not boot up; the computer will not connect to the Internet.

REMOTES: Which remote is having the problem? VCR remote, Projector Remote, Remote Pointer Device.