



Technical Support Request Form

* Please note that the fields proceeded with (*) are required

Personal Information:

* Name		**E-mail			
* Date		Day		* Extension	
Department		Building		* (Office / Lab) No.	

Request Information:

* Device Type and Name (Device name is placed on a label starts with FCITGP in PCs and it is placed in a barcode label on other devices)	<input type="radio"/> Office PC	* Device Name				
	<input type="radio"/> All Lab Devices					
	<input type="radio"/> Some Devices	* No. of Devices				
		* Device Names				
* Request Classification	<input type="radio"/> PC	<input type="radio"/> Download or Upgrade Software	<input type="radio"/> Network Connectivity	<input type="radio"/> Printer		
	<input type="radio"/> Training or Help	<input type="radio"/> Email Problem	<input type="radio"/> Internet	<input type="radio"/> User Account		
	<input type="radio"/> Video Conference	** Need support to make the call for the remote site?	<input type="radio"/> Yes (You must fill the fields below marked with **) <input type="radio"/> No			
		----- To be filled by the remote site of the connection -----				
		** Room No.				
		** IP address				
		** Technician Name				
	<input type="radio"/> Other	** Technician Mobile				
<input type="radio"/> Other						
Operating System	<input type="radio"/> Windows XP	<input type="radio"/> Windows vista	<input type="radio"/> Linux			
Request Description						

Please, send this form to the Technical Support Email: fcitg.help@kau.edu.sa