



# Technology Service Center Request Form

This form is to be used **ONLY** if user has no BCC network ID, internet access or access to a computer. Completed form can be sent to the Technology Service Center (TSC) by one of the following means:

- Fax:** Fax it to the TSC at ext. 6331
- Mail:** Mail it inter-office to the TSC in CO 806

To submit an electronic IT work order, visit <https://ra.bcc.cuny.edu/TrackItWeb/SelfService/Login>

<u>Requestor Contact Information</u>	<u>Service Request Category</u>
<p><b>Name:</b> _____</p> <p><b>Department:</b> _____</p> <p><b>Office:</b> _____ <b>Ext #:</b> _____</p> <p><b>Additional Location:</b> _____</p> <p><b>E-Mail:</b> _____</p>	<p><b>Hardware:</b></p> <p><input type="checkbox"/> <b>Computer</b> (<i>Platform:</i> <input type="checkbox"/> Windows <input type="checkbox"/> Macintosh)</p> <p><input type="checkbox"/> <b>Printer</b></p> <p style="padding-left: 20px;"><input type="checkbox"/> Not Printing <input type="checkbox"/> Wiring <input type="checkbox"/> New Install <input type="checkbox"/> Other</p> <p><input type="checkbox"/> <b>Laptop</b> (<i>Platform:</i> <input type="checkbox"/> Windows <input type="checkbox"/> Macintosh)</p> <p><b>Software:</b> (<i>Platform:</i> <input type="checkbox"/> Windows <input type="checkbox"/> Macintosh):</p> <p style="padding-left: 20px;"><input type="checkbox"/> MS Office <input type="checkbox"/> Antivirus <input type="checkbox"/> Operating System <input type="checkbox"/> Other</p> <p><b>Network:</b></p> <p style="padding-left: 20px;"><input type="checkbox"/> Internet <input type="checkbox"/> Email <input type="checkbox"/> IP Printers <input type="checkbox"/> Access <input type="checkbox"/> Other</p> <p><b>Telephone:</b></p> <p style="padding-left: 20px;"><input type="checkbox"/> Equipment <input type="checkbox"/> Wiring <input type="checkbox"/> New Install <input type="checkbox"/> Voicemail <input type="checkbox"/> Other</p> <p><b>Other:</b></p> <p style="padding-left: 20px;"><input type="checkbox"/> Scanner <input type="checkbox"/> Smart Board <input type="checkbox"/> Other</p> <p style="text-align: center;"><b>Please use the description box to provide more details.</b></p>

### Description of Service Request

*(In order to better serve you, please provide as much information as possible regarding your request)*

**Occurrence:**  First Time  Recurring

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