

**Laptops 4 Learning**

**TST Service Ticket Information for HelpDesk (5-9200)**

TST Name: \_\_\_\_\_

School: \_\_\_\_\_

TST Cell/Phone: \_\_\_\_\_

We need *all* the information below to enter a ticket for each laptop. Please keep this form for contacting HelpDesk to follow up on tickets.

| Room                           | Contact                                  | Laptop                                                         | Symptoms / Issue | Actions Taken & HD Ticket # |
|--------------------------------|------------------------------------------|----------------------------------------------------------------|------------------|-----------------------------|
| _____<br><b>Date:</b><br>_____ | Name _____<br>Phone _____<br>Email _____ | Serial# _____<br>IP# _____<br>192.168.____.____<br>L4L # _____ |                  | HD Ticket # _____           |

| Room                           | Contact                                  | Laptop                                                        | Symptoms / Issue | Actions Taken & HD Ticket # |
|--------------------------------|------------------------------------------|---------------------------------------------------------------|------------------|-----------------------------|
| _____<br><b>Date:</b><br>_____ | Name _____<br>Phone _____<br>Email _____ | Serial# _____<br>IP# _____<br>192.168____.____<br>L4L # _____ |                  | HD Ticket # _____           |

| Room                           | Contact                                  | Laptop                                                         | Symptoms / Issue | Actions Taken & HD Ticket # |
|--------------------------------|------------------------------------------|----------------------------------------------------------------|------------------|-----------------------------|
| _____<br><b>Date:</b><br>_____ | Name _____<br>Phone _____<br>Email _____ | Serial# _____<br>IP# _____<br>192.168.____.____<br>L4L # _____ |                  | HD Ticket # _____           |

| Room                           | Contact                                  | Laptop                                                         | Symptoms / Issue | Actions Taken & HD Ticket # |
|--------------------------------|------------------------------------------|----------------------------------------------------------------|------------------|-----------------------------|
| _____<br><b>Date:</b><br>_____ | Name _____<br>Phone _____<br>Email _____ | Serial# _____<br>IP# _____<br>192.168.____.____<br>L4L # _____ |                  | HD Ticket # _____           |

Find the laptop **Serial #** by clicking **About This Mac** from the *Apple* menu in the upper left hand corner of the display.

The IP is the number near the center of the top of your display.

The **L4L #** is the 6 digit number below our barcode on the L4L Asset tag.