



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 BC 308

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>Name: _____</p> <p>Department: _____</p> <p>Office: _____ Ext #: _____</p> <p>Additional Location: _____</p> <p>E-Mail: _____</p>	<p>Hardware:</p> <p><input type="checkbox"/> Computer (<i>Platform:</i> <input type="checkbox"/> Windows <input type="checkbox"/> Macintosh)</p> <p><input type="checkbox"/> Printer</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"/> Laptop (<i>Platform:</i> <input type="checkbox"/> Windows <input type="checkbox"/> Macintosh)</p> <p>Software: (<i>Platform:</i> <input type="checkbox"/> Windows <input type="checkbox"/> Macintosh):</p> <p><input type="checkbox"/> MS Office <input type="checkbox"/> Antivirus <input type="checkbox"/> Operating System <input type="checkbox"/> Other</p> <p>Network:</p> <p><input type="checkbox"/> Internet <input type="checkbox"/> Email <input type="checkbox"/> IP Printers <input type="checkbox"/> Access <input type="checkbox"/> Other</p> <p>Telephone:</p> <p><input type="checkbox"/> Equipment <input type="checkbox"/> Wiring <input type="checkbox"/> New Install <input type="checkbox"/> Voicemail <input type="checkbox"/> Other</p> <p>Other:</p> <p><input type="checkbox"/> Scanner <input type="checkbox"/> Smart Board <input type="checkbox"/> Other</p> <p style="text-align: center;">Please use the description box to provide more details.</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
