

IT-HELP DESK PROBLEM REPORTING FORM

To,
IT-Help Desk
Computer Centre
 AMU, Aligarh.

Subject: Application form for reporting problem pertaining to IT-Help Desk.

I. Employee details:

1. Employee Name : _____
2. Department : _____
3. Contact Information (**Needed so that technical support engineer may contact you at the provided e-mail and mobile number**)
 - (a). Telephone (**Mobile**) : _____
 - (b). Intercom : _____
 - (c). E-mail : _____

II. Complain Information:

1. Please select (✓) the problem you would like to report:

Network and Support Related	
1. AMU computer (PC/Laptop) is not working since ____ days.	<input type="checkbox"/>
2. AMU Internet connection is not working since _____ days.	<input type="checkbox"/>
3. AMU Printer (Model No. _____) is not working since ____ days.	<input type="checkbox"/>
4. I have forgotten my AMU Wi-Fi Account username and Password.	<input type="checkbox"/>
5. My AMU Wi-Fi connection is not working since ____ days.	<input type="checkbox"/>
6. I need a new AMU Wi-Fi connection for myself.	<input type="checkbox"/>
Website Related	
7. My personal information is not correct on the AMU website.	<input type="checkbox"/>
8. I am facing problem uploading my CV/Photo/publication on AMU website.	<input type="checkbox"/>
Please specify: _____	

Asset Maintenance Related
9. AMU AC is not working since ____ days. <input type="checkbox"/> a. AMU AC was purchased by please select (✓) computer centre <input type="checkbox"/> / department <input type="checkbox"/> . b. AC Purchase order No. _____ and date _____.
10. AMU UPS is making lot of noise since ____ days. <input type="checkbox"/> a. AMU UPS was purchased by please select (✓) computer centre <input type="checkbox"/> / department <input type="checkbox"/> . b. UPS Purchase of order No. _____ and date _____.
E-mail Related
11. I want to reset my AMU e-mail password. (official email ID _____) <input type="checkbox"/>
12. I need a new username and password for AMU e-mail. <input type="checkbox"/>
Other (if any) please specify: _____ _____ _____ _____

Date: _____

Signature of Employee: _____

Important Note: Computer Centre will not process any request that has incomplete information/missing information.