

Information Needed When Requesting Technology Help

All requests should include: a complete problem description, school/office location, room number. Please include a screenshot, if applicable. (Directions below)

- **Software and Application Requests:**
 - Your computer network name (directions below).
 - Name of the software/application.
 - Error messages or codes (if any).
- **Computer Hardware Repairs:**
 - Make, model, MCPS barcode, computer network name, service tag or serial number (directions below).
 - If a monitor include the monitor serial number.
- **Printer/Peripheral Repairs:**
 - Error messages or codes (if any), make, model, service tag or serial number of the machine.
- **User ID and Passwords:**
 - Name of application.
- **Telephones:**
 - Telephone and/or extension number, make, model.
- **Promethean Repairs:**
 - Board trim color and [projector model number](#).
- **Student accounts:**
 - Combine all names on one ticket/email. Include name of student, student ID; grade and teacher's last name.

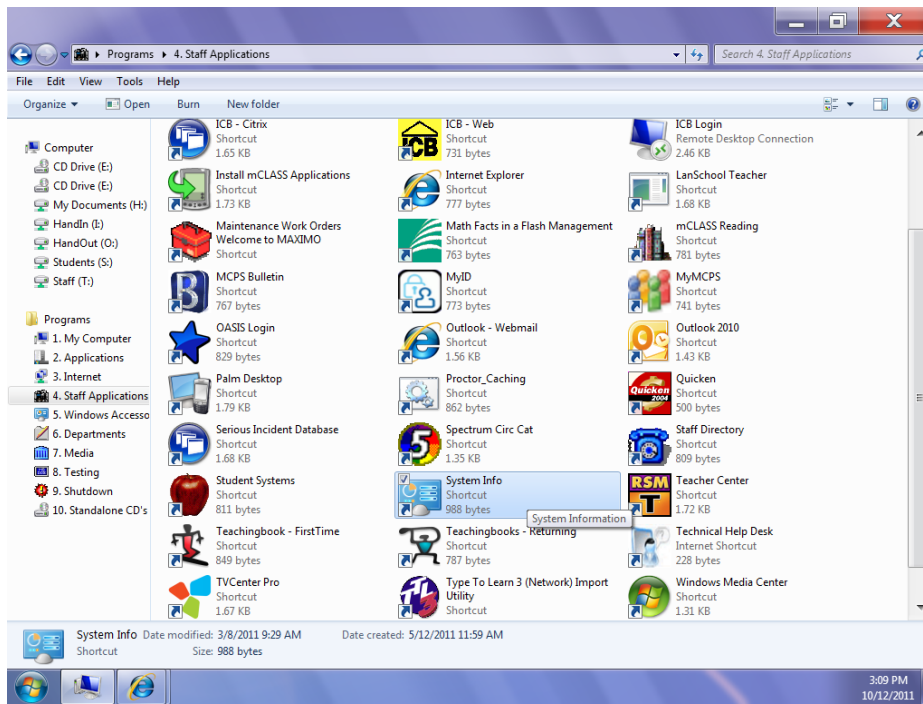
Directions to find computer's network name:

Finding your workstations network name - School Dell Computer:

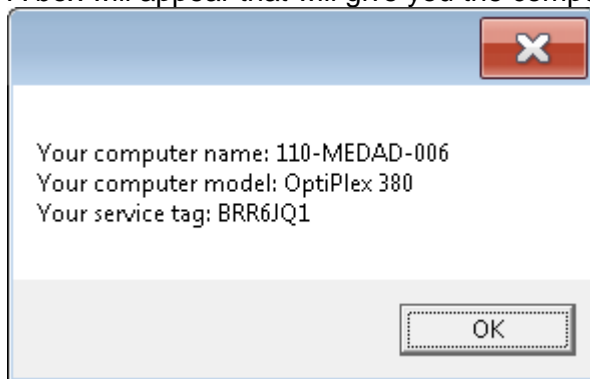
To find your workstations network name on a computer at a school look for the label on the side of the machine that gives it to you. The number starts with your school number (example=307-A4-7-007).

If the label is missing from the side of the machine you can find the network name by using the below directions

1. Open the **school menu**
2. Click on **Staff Applications** (in some schools the icon you are looking for is in Windows Accessories)
3. Double click on **System Info** (In some schools it's called Computer Info)



4. A box will appear that will give you the computer name



Finding your workstations network name-Non-school Based Office Dell Computer:

Windows 8 Users:

1. View your desktop
2. Right click on the “This PC” icon on your desktop
3. Click “Properties”

Windows 7 or XP Users:

1. Click on the **Start button**
2. Go to Settings>**Control Panel** (Windows 7 users don’t need to click on settings)

3. In the Control Panels look for the **System** icon and click on it.

Windows 7 Users - Your workstation name is listed under "**full computer name**"

Windows XP Users - Click on the **Computer Name** tab. Your workstation name is listed under "**full computer name**"

Directions to take a screenshot (Dell PC):

1. **Select** the window that you want to take a screen shot of.

2. Press and **hold down** the **ALT** key.



3. While holding down the ALT key down press and release the **Print Screen** key.

4. Launch Microsoft **Word**.



5. In your new Word document press and hold down the **Ctrl** key, then press and release the **V** key (**CTRL+V**) to paste a picture of the window into your Word document. You can then attach the document to an email.



Note: You can also paste the picture directly into the body of an e-mail.