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

Your computer name: 110-MEDAD-006
Your computer model: OptiPlex 380
Your service tag: BRR6JQ1

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.