

SERVICE REPORTS

You are an IT Help Desk technician responsible for the following tickets (1, 2, 3) from your colleagues. Read the tickets, then match the fault diagnosis questions and possible solutions to the correct service reports.

Help Desk ticket 1	
Date	10.11
Name	Ben
Problem	I can't print out. The printer is not connected to the computer.
Contact	0504446231
Service Person	You

Help Desk ticket 2	
Date	11.11
Name	Clare
Problem	I can't connect to the network.
Contact	0504445558
Service Person	You

Help Desk ticket 3	
Date	12.11
Name	Simone
Problem	My computer fan is very noisy.
Contact	0504446553
Service Person	You

Service Report 1	
Date	10.11
Name	Ben
Fault diagnosis questions	
Possible solutions	

Service Report 2	
Date	11.11
Name	Clare
Fault diagnosis questions	
Possible solutions	

Service Report 3	
Date	12.11
Name	Simone
Fault diagnosis questions	
Possible solutions	

SERVICE REPORTS

FAULT DIAGNOSIS QUESTIONS:	SERVICE REPORT NUMBER
1. Do you have a password and a username?	
2. Is there paper in the feeder?	
3. Where do you keep your computer?	
4. Is there a “low ink or toner” error message?	
5. Have you changed your password recently?	
6. Is your printer on?	
7. Have you tried to log in unsuccessfully three times?	
8. Have you dropped your computer?	
9. Is the printer using a wired connection?	
10. Is your wireless modem switched on?	
11. Where are you?	

POSSIBLE SOLUTIONS:	SERVICE REPORT NUMBER
1. Ensure that the cartridges are properly seated.	
2. Your fan is loose.	
3. Restart your computer.	
4. Switch your modem on.	
5. IT support will collect your computer and fix the problem	
6. Please back up your files, log out and wait for IT support. You will receive a temporary laptop	
7. Load paper in the feeder.	
8. Switch your modem on.	
9. Ensure that the Ethernet cable is plugged in properly.	
10. Go to the main office – you are outside the coverage area.	
11. Please move your computer so that it has space all around it.	
12. Check if there is any jammed paper and carefully remove it	
13. Wait, the server is under maintenance.	
14. IT support will reset your password for you.	
15. Check if the cable is fully plugged in.	
16. Your account has been locked – IT support will unlock it for you.	
17. Please bring your computer to IT support	
18. Wait for IT support to arrive and solve the problem.	