

## Technology Trouble Ticket

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Grade: \_\_\_\_\_ Flyer Pride Teacher: \_\_\_\_\_

Description of the Problem: \_\_\_\_\_

Is this a problem at \_\_\_\_\_ School \_\_\_\_\_ Home \_\_\_\_\_ Both

How long as this problem been going on? \_\_\_\_\_ Just today \_\_\_\_\_ 1 Week \_\_\_\_\_ Longer than a week

Check which solutions you have tried:

\_\_\_\_\_ Shutdown your device and then restart.

\_\_\_\_\_ Turn on device with power cord plugged in. Check the % of battery life.

\_\_\_\_\_ Log off and log back in.

\_\_\_\_\_ Internet Problems: Make sure Wi-Fi is turned on in the taskbar next to the clock and connected to FlyerLan.

\_\_\_\_\_ Let your device charge. Are you getting lights on your device showing it is charging?

\_\_\_\_\_ If a charging problem did you try an outlet in a different room?

\_\_\_\_\_ Ask a classmate

\_\_\_\_\_ Ask a teacher

### Check items left with Technology Department:

\_\_\_\_\_ Device \_\_\_\_\_ Power Cord \_\_\_\_\_ Bag

If it's a power issue please bring power cord along with the device.

Any additional information please use back of paper.

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