# 911 Computer Support and Repair
## Diagnostic Form

| TECHNICIAN | | DATE | | SERIAL # | | TIME |
|---|---|---|---|---|---|---|
| | | | | | | |

## CLIENT INFORMATION

| FIRST NAME | | MI | | LAST NAME | |
|---|---|---|---|---|---|
| ADDRESS | | | | | |
| CITY | | STATE | | ZIP CODE | |
| PHONE | | EMAIL ADDRESS | | | |

## REPAIR FORM

☐ Desktop ☐ Laptop ☐ Software Disk ☐ (other) _____

| DIAGNOSTICS | PASSED | FAILED | DIAGNOSTICS | PASSED | FAILED |
|---|---|---|---|---|---|
| Motherboard | | | Malware | | |
| Harddrive | | | CD/DVD Drives | | |
| Memory | | | Stress Test | | |
| Dust | | | Software | | |

## COMPUTER DESCRIPTION / PHYSICAL DESCRIPTION

| MODEL | | MAKE | | OVERALL CONDITION | |
|---|---|---|---|---|---|
| USERNAME | | PASSWORD | | | |
| USERNAME | | PASSWORD | | | |
| USERNAME | | PASSWORD | | | |

## INITIAL ASSESSMENT / INITIAL OBSERVATIONS

| | | | | |
|---|---|---|---|---|
| Power to PC | ☐ Yes | ☐ No | ☐ Untested | |
| Video Displays | ☐ Yes | ☐ No | ☐ Untested | |
| Boots to OS | ☐ Yes | ☐ No | ☐ Untested | |
| Error Messages | ☐ Yes | ☐ No | ☐ Untested | |
| Dust | ☐ Yes | ☐ No | ☐ Untested | |

## REPAIR NOTES

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## CHECKOUT ASSESSMENT / INITIAL  NOTE:

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|---|---|---|---|
| Power to PC | ☐ Yes | ☐ No | |
| Video Displays | ☐ Yes | ☐ No | |
| Boots to OS | ☐ Yes | ☐ No | |
| Error Messages | ☐ Yes | ☐ No | |
| Dust | ☐ Yes | ☐ No | |