IT Assistance Center
512.245.ITAC (4822)
itac@txstate.edu
livechat.tr.txstate.edu
MCS 262

ITAC Work Order Form for University – Owned Equipment

Bring this completed form with you to ITAC.

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Customer (User) Information:		**Contact Person Information:** *(If different)*	
User's Name or Lab Name (this effects pricing)		**Contact Name: (same as User ☐)**	
TxState Affiliation:	◯Staff ◯Faculty ◯Lab	**TxState Affiliation:**	◯Staff ◯Faculty ◯Student
Phone:		**Phone:**	
NetID:		**NetID:**	
Department:		**Department:**	
Building/Room #:		**Building/Room #:**	

Equipment Information:

◯**Desktop** ◯**Laptop** ◯**Printer** ◯**Monitor only:** serial # of attached computer _____

Brand/Model:		**Asset Tag #:**	
Serial #:		**Laptop Charger?**	◯**No** ◯**Yes**
Password:		**Other Items?**	

Price	Service
$0	Encryption, Under Warranty, or Faculty/Lab computers (Faculty/Lab labor is free only with repair work, not on optional reimaging)
$10	Data backup
$10	Pick up/delivery fee: Flat $10 fee for either/or all delivery services per order, regardless of how many devices are included.
$25	Computer re-image for supported models (see link below in the Work Requested section.)
$40	Computer re-image for *non*-supported models, and all other repairs (parts extra).

Please note: In order to repair your computer, it may be necessary to re-install the operating system (e.g., Windows). This will result in loss of data and software applications. You are responsible for your own data – we take NO RESPONSIBILITY for data loss. If data backup is requested, we can attempt to recover your data, but we can make NO PROMISES concerning the recovery of the data in certain circumstances.

Work Requested: (re-image must meet current Minimum Re-Image Hardware Configuration requirements)

☐ **Re-image**	Erase ALL DATA (files and software) on the computer and apply the Standard Texas State software Image.
☐ **Data Backup**	Back up all data for a user profile.
☐ **Encryption**	Required of all university-owned laptops.
☐ **Repair**	Diagnose and repair current issue. Please describe the problem (be as specific as possible)

Problem description:

Equipment Pick-up / Delivery Information (Flat $10.00 fee for either or both services)

Do you need pick up?	◯No ◯Yes	**Do you need delivery?**	◯No ◯Yes
Building/Room:		**Building/Room:**	
Contact person:		**Contact person:**	

Departmental Funding Information:

Cost #:		**Internal Order #:**	
Fund #:			

Signature: _____ **Date:** _____

----------FOR OFFICE USE ONLY----------

NetID:	Drop Off ☐ Pick Up ☐	SRO#:	Parent CW#:	Child CW#: