

<b>Customer Name:</b>	<b>Equipment Identification Information</b>
<b>Company Name:</b>	<b>Make:</b>
<b>Company Email:</b>	<b>Model:</b>
<b>Preferred Phone #:</b>	<b>Other:</b>
<b>Company Address:</b>	
<b>Company 2<sup>nd</sup> Address:</b>	
<b>City:</b>	<b>Parts Policy:</b> In the event that Technowledge needs to purchase hardware for your device, we charge \$30 trip charge in addition to the hardware cost. We purchase hardware locally from vendors. If we must travel outside of the Colorado Springs area, the trip charge maybe be higher.
<b>State:</b>	
<b>ZIP:</b>	
<b>Pick up/Onsite Date:</b>	
<b>Case #:</b>	
<b>List most frequently used applications below:</b>	
	<input type="checkbox"/> Outlook <input type="checkbox"/> Windows Mail <input type="checkbox"/> Web Browser
	<input type="checkbox"/> Thunderbird <input type="checkbox"/> Mac Mail <input type="checkbox"/> Other:
<b>List most recently installed program / applications:</b>	<b>Symptoms:</b>
	<i>Check the boxes that apply to your issues</i>
	<input type="checkbox"/> <b>Program Errors</b> <i>(One or more applications are not running correctly)</i>
	<input type="checkbox"/> <b>Computer running slow over all</b>
	<input type="checkbox"/> <b>Computer running slow on internet</b>
	<input type="checkbox"/> <b>Computer running slow on connecting to a local server</b>
	<input type="checkbox"/> <b>Computer will not turn off</b>
	<input type="checkbox"/> <b>Computer will not turn on</b>
	<input type="checkbox"/> <b>Printer / Scanner error(s)</b>
	<input type="checkbox"/> <b>Computer Locks up</b> <i>(A Specific App / Randomly)</i>
	<input type="checkbox"/> <b>Blue / Black screen appears</b>
	<input type="checkbox"/> <b>Randomly reboots</b>
	<input type="checkbox"/> <b>Not enough memory error(s)</b>
	<input type="checkbox"/> <b>Email App will not load or open</b>
	<input type="checkbox"/> <b>Pop Ups</b>
	<input type="checkbox"/> <b>No DVD / CD Play back</b>
	<input type="checkbox"/> <b>Other</b>
<b>Items Pickup / Dropped off with hardware</b>	
<input type="checkbox"/> Power cord	
<input type="checkbox"/> Manual	
<input type="checkbox"/> Documentation	
<input type="checkbox"/> Software	
<input type="checkbox"/> Other	
<b>System Information</b>	
<input type="checkbox"/> Computer is in a domain	
<input type="checkbox"/> Computer is in a workgroup	
<b>Is there a password we might need for your computer?</b>	
<b>Customer Authorization</b>	<b>Additional Information about Hardware:</b>
By signing this form you the customer agree to be bound to the terms of the Customer Agreement located at ( <a href="http://www.technowledge.com/terms-and-conditions.html/">http://www.technowledge.com/terms-and-conditions.html/</a> ) You also agree to allow a technician perform a diagnosis on your hardware, systems or networks. This work may be performed at Technowledge or onsite at your location.	<input type="checkbox"/> This is a Server
<b>X</b>	<input type="checkbox"/> Hardware has physical damage
<b>Customer Signature</b>	<input type="checkbox"/> Ransomware is present
	<input type="checkbox"/> More than one person uses this device a day
	<input type="checkbox"/> More than one person uses this device a week
	<input type="checkbox"/> More than one person uses this device a month
	<input type="checkbox"/> This is a customer guest access device
	<input type="checkbox"/> This is a non-Technowledge recommended device
<b>Customer Printed Name</b>	

