

What to bring in for a Service Request

To streamline the check-in procedure and minimize delays and time consuming phone calls, please check this document before coming to the office:

Necessary Information

- Usernames and passwords
- Email addresses you use frequently on the device
- Email program(s) you use
- Which browsers do you use?
- Do you use a Microsoft user account?
- Online services, such as onedrive, dropbox, etc.

Checking in a Laptop

- Always bring the power adapter

Checking in a Desktop/All-in-one

- Power cable is only needed **if it does not look like this:**



Checking in a Printer

- Power adapter/cable
- Extra print cartridges, if you have any
- Tell us how you connect to the printer:
 - USB cable
 - Ethernet
 - Wirelessly

Checking in a Tablet

- Power adapter is essential
- Keyboard and mouse, if used

Checking in a Mac Computer

- Power adapter
- Apple ID and password
- Computer login password
- Time machine backup device

Checking in for a Computer Reinstall

- List of software that want reinstalled
- Bring in all the software(CDs/DVDs) you want reinstalled.
- If you used downloaded software, we need the download information, if possible, and licence keys. If you can find it, print out the software registration confirmation.
- Login info for accounts, such as Norton/Symantec, so we can re-download your software
- Microsoft account email address and password to reinstall Office 2013, 2016, or 2019
- A list of software that you don't want reinstalled
- Your current backup drives