

Supersedes Policy No: Date:	FLORIDA MEMORIAL UNIVERSITY INFORMATION MANAGEMENT AND TECHNOLOGY POLICIES AND PROCEDURES	Policy No: PN0021 Effective Date: 06/12/01 Attachment(s):
SUBJECT: Equipment Repairs		

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Updated 9/07
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The IMT department will provide or refer repair service for all University owned computers and MFD's. Requests for repairs should be telephoned to the IMT Helpdesk at (305) 626-3191 or submitted through Track-It at <http://helpdesk.fmu.fmuniv.edu> or e-mailed to helpdesk@fmuiv.edu . The following information is required:

- a) Machine type or asset tag number.
- b) Machine location (building and room).
- c) Machine serial number
- d) Contact person.
- e) Office address and phone number of the contact person.
- f) Description of problem or service required.
- g) Specific error message, if applicable.

*Service Request forms are available from the IMT Helpdesk.