

Procedures for Initiating a Repair Request and Getting New Computers Installed

Listed below are the Technology Department email address and information needed to expedite your repair request:

Email request(s):

Send requests for installs, repairs and network issues to ITRepair@amphi.com .

Installation Requests:

Please leave the following information:

1. Your name
2. Your site
3. Your extension
4. Where the machine is located (room #, office, etc.) and where to be installed
5. Amphi ASD number (necessary)
6. Serial Number (necessary)
7. Product Number (necessary)
8. Model Number (necessary)

On new equipment please leave everything in the box. Do not attempt to unpack and set up your computer yourself. We have an in-house technician to handle all new installations. Please have workstations clear and be sure that ALL equipment ordered has been received. Have all equipment in one location and let someone else know the location in the event the installer arrives at a time when you are not present.

Repair Requests:

Please leave the following information:

1. Your name
2. Your site
3. Your extension
4. Where the machine is located (room #, office, etc.)
5. Complete information pertaining to the problem you are experiencing (including what you have tried to correct the problem)
6. Amphi ASD number
7. Serial Number
8. Product Number
9. Model Number

Network Difficulties:

Please leave the following information:

1. Your name
2. Your site
3. Your extension
4. Where the machine is located (room #, office, etc.)
5. Complete information pertaining to the problem you are experiencing (including what you have tried to correct the problem)
6. Amphi ASD number
7. Serial Number
8. Product Number
9. Model Number