

Location:
Ticket Number:
Date:



Ticket Checklist and Sign Off

- Locate ticket and check in using the mobile app.
- Complete checklist header to have location and ticket number prepared for future calls.
- Contact our and/or the contracting companies dispatch or help desk upon arrival to site and inform them of your check in time.
- See specific job details for further check in and support instructions. Be sure to record the name of the representative you checked in with either in the provided space below or in the note section of the app
- Take before photos of all equipment and areas we will be working on.
- Inspect boxes of any new or shipped equipment for damage. Photograph all sides of any damaged boxes prior to opening them. If the boxes appear have potential damage immediately **STOP** everything and call our helpdesk for further instructions.
- Photograph and record all new equipment make(s)/model(s)/serial numbers either here, or in notes section of the ticket on the mobile app.

New equipment Make _____

New equipment Model _____

New equipment Serial Number _____

New equipment MAC Address: _____

- Use your supporting documentation, critical thinking and support representatives to complete all onsite work listed in your tickets scope of work.
- If asked by anyone onsite to complete any additional work, (tasks other than what is listed in your current work orders scope) kindly inform the onsite contact that you will make the help desk aware of the issue. You can also inform the onsite contact that if the help desk is able to approve you to assist with the new issue you will look into the problem once you have completed your current project.
- Immediately following being asked to complete additional work. Contact our help desk and we will advise as to how we will proceed.

- If you need to contact remote technical support for assistance, please be sure to record the name of the representatives you worked as well as the representatives you checked in and out with below.
- Names of check in / check out and support representatives you spoke with:

Check In: _____ Check Out: _____

Support Rep 1: _____ Support Rep 2: _____ Support Rep 3: _____

- Record and photograph all the make/model/serial numbers of any old equipment that was replaced following the successful decommission of the product.

Old equipment Make _____

Old equipment Model _____

Old equipment Serial Number _____

Old equipment MAC Address: _____

- Package up all old and removed equipment in preparation for return shipping.
- Apply return shipping label. Record the return tracking number below

Tracking Number: _____

- Clean Site. It is crucial for our image that we leave locations looking better than when we arrived
- (VERY IMPORTANT) Perform cable management. Being sure to take the time needed to make the areas which will be photographed look immaculate.
- Review this checklist ensuring you have completed all tasks to the best of your ability. Once completed have onsite contact sign the following approval page.
- Take after photos of all equipment.
- (VERY IMPORTANT) Using the mobile app upload the following document: the completed job description notes and signoff/approval page, any additional forms or checklist required per the scope of work, photographs, and any other site specific deliverables for the job you are working on.
- Call me once completed to be released from site all documentation must be submitted and approved before leaving site.

