

IT Support Request Form

Helpdesk & technical issue intake

OnlineFormTemplates.com: Free fillable template

Requester information

Requester name

Department / location

Phone / email

Date submitted

Device & issue

Device or asset tag

Operating system

Description of issue (what were you doing when it happened?)

Error message (exact text)

Date issue started

Anyone else affected?

Urgency

Low

Medium

High

Critical (work blocked)

Office use only — resolution

Assigned technician

Ticket number

Resolution notes

Technician signature

Date completed