Requesting a Technician

Overview: This guide explains how to book a service call from a CITG technician.

Preparation: Before you request service, you should have the following minimum information.
- Your Name
- UQ Username
- Phone Extension (the last three digits of your phone number)
- Your room number and wing/block
- College
- Your version of Windows/OS

Procedure: Call the Helpdesk
1. Call the helpdesk directly by dialling 777 from any college phone.
2. The helpdesk will collect your contact details and arrange a time that is convenient to all parties.
3. You will sign a worksheet when the job has been completed and the outstanding amount will be charged to the college. The college will either request payment or add this amount to your account.

Procedure: Via the College Office
1. Go to your College Office and inform staff that you would like your computer set up by a CITG technician.
2. Staff will fill out an online request form and send the details to the helpdesk.
3. You will receive a phone call to arrange a suitable time for appointment.
4. You will sign a worksheet when the job has been completed and the outstanding amount will be charged to the college. The college will either request payment or add this amount to your account.

Current Prices

<table>
<thead>
<tr>
<th>Service</th>
<th>Included</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setup</td>
<td>Network Configuration (including cable if required)</td>
<td>$50</td>
</tr>
<tr>
<td>Cable Only</td>
<td>Cable (available from the College Office)</td>
<td>$10</td>
</tr>
</tbody>
</table>

NOTE: If you are late for or miss an appointment you will be charged a $20 call out fee. If you need to cancel an appointment please call at least 30mins in advance to avoid this charge.

Further Assistance: For further assistance please contact the helpdesk.
E-mail: help@citg.uq.edu.au
Phone: (07) 3878 0777
Tie Line: 777 from any college phone