



IT Basic Technical Troubleshooting Checklist

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|---|--|---|
| ☐ GINTELL (M) SDN BHD | ☐ GINTELL (T) CO. LTD | ☐ ERACARE PHILIPPINES INC. |
| ☐ GINTELL (BORNEO) SDN BHD | ☐ GINTELL (S) PTE LTD | ☐ _____ |
| ☐ GINTELL (B) SDN BHD | ☐ ERACARE VIETNAM CO. LTD | |

Site/Location: _____ Department: _____

User Reported: _____ Date: _____

Software

No	Description	Check
1	Check overall connectivity (Power, Network, Internet)	☐
2	Run Basic housekeeping (user account setting, driver update)	☐
3	Clear any cache and temp files	☐
4	Check windows update availability	☐
5	If issue still exist, reinstall the application (if email, backup first)	☐
Remark:		

Hardware

No	Description	Check
1	Check warranty status, if under warranty, proceed to claims	☐ Yes/ ☐ No
2	If warranty already expired, proceed to check the faulty parts	☐ Yes/ ☐ No
3	Check overall parts working condition, upgradable?	☐ Yes/ ☐ No
4	Check replaceable parts available	☐ Yes/ ☐ No
5	Raise IT Purchase Request Form attached with all fact findings and recommendation	☐ Yes/ ☐ No
Remark:		
Signature		Signature
Prepared by:		Verified by:
Date:		Date: