IT Basic Technical Troubleshooting Checklist

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

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: