

The Tech Spot @ ResNet: Online Checkin Mockup
Compiled by Christopher Hallahan on 6/3/09

Login Screen:

Welcome to the Tech Spot @ ResNet Online Checkin System. Please enter your FlashlineID (the first part of your Kent State e-mail address) and password to log in.

Flashline ID:

AD User Name

Password:

AD Password

Submit

User Agreement:

X Logout

You must agree to the following terms and conditions to continue:

Terms and conditions text will be supplied in another document.

I Agree

I Disagree

Section 1: User Information

[X Logout](#)

Please complete the following information and verify (and correct) and prepopulated fields.

FlashLine ID:

First Name:

Last Name:

Primary Phone:

Secondary Phone:

Status:

Only if On Campus is selected

Residence Hall:

Room Number:

Only if Faculty or Staff is selected

Department:

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Section 2: Computer Information

X Logout

Please select the computer you are bringing in for service. If this is your first time here, or you are bringing in a new computer, click 'Add New Computer'.

No Existing Computer Information Found

Add New Computer

Computer Type: FlashLineID* (Picklist)

Computer Manufacturer: FlashLineID* (Picklist)

Model (optional): FlashLineID*

PC Login Username (if applicable): FlashLineID*

PC Login Password (if applicable): FlashLineID*

Please note, your computer password must either be removed from the system or changed when the computer is fixed for your own security.

Add Computer

Please select the computer you are bringing in for service. If this is your first time here, or you are bringing in a new computer, click 'Add New Computer'.

Computer Type	Computer Manufacturer	Model
ComputerType1	Manufacturer1	Model1
ComputerType2	Manufacturer2	Model2

Select This Computer

Select This Computer

Add New Computer

Please be aware that there may be a service fee of no more than \$50.00 for service at The Tech Spot. Please speak to a staff member to see our price list for more details.

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Staff Handoff Screen

X Logout

Congratulations. You have finished completing your section of the checkin process. Please notify a staff member that Section 3 is ready to be filled in.

If you would like to make changes, click Go Back.

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Staff Member Login:

Staff FlashLine ID:

Staff Password:

Submit

Section 3: Problem Description

X Logout

Staff Member: Please fill in the following fields to describe the issue.

- Type of Problem: Virus/Spyware Removal
(at least one should be selected) Computer Optimization
 Operating System Install
 Hardware
 Minor Software Install
 Data Recovery/Backup
 Network, Blocked Machine, No Charge
 Other

Detailed Problem Description:

Items Provided:

- Power Adapter
 Operating System CD
 Other CD
 Other

Associated Ticket Number (optional):

Staff Member Name:

Save and Checkout: Jumps to Section 4

Save and Print: Opens Printable form with sections 1-3 and a logout button

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Save and Checkout

Save and Print

Section 4: Checkout Information

User Notification:*

Voicemail

E-mail

Direct Notification

Other

OtherNotification

X Logout

Time Notified:

TimeNotified*

Date Notified:

DateNotified*

Additional Notes from Notification:

NotificationNotes

Staff Member Name:

StaffCheckoutName* (Picklist)

Summary of Repair Process:

RepairSummary*

Service and Sales Performed:

ServiceList* Item 1 (Picklist)

+

-

Clicking + Adds another picklist. Minus removes the picklist. Must be at least one.

Total Repair Amount:

RepairTotal*

Time Completed:

TimeCompleted* (AutoGenerated)

Date Completed:

DateCompleted* (AutoGenerated)

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Save and Close

Save and Print