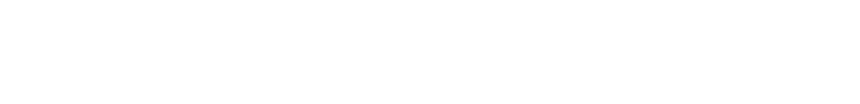
# Ticket Information



# Priority: Medium

**Name: Mark Adams Department: Research**

**Date and Time:** Click or tap to enter a date. **Technician:** Click or tap here to enter text.

# Description of Issue

My computer was having issues. I took it to the Help Desk and they kept it to fix. I got an email from Help Desk saying my CPU was malfunctioning and needed to be replaced. I was notified today that my PC was ready and I picked it up. It appeared to boot normally but shut down after about 15 minutes. I restarted it and it shut down after 8 minutes. Can you please come pick it up and see what’s wrong?

# Technician Response

Click or tap here to enter text.

**Hours Worked:** Click or tap here to enter text.

**Importance:**  Mission Critical  Slowing User Down  Schedule When Able

Resolved  Pending (Escalated)  Unresolved

# Additional Comments

Click or tap here to enter text.

# Pictures (Insert Additional as Needed)

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Description automatically generated A white square with a blue border

Description automatically generated