(Note, the fields below the Problem Description are for IT use)

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PC Asset tag\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Items dropped off:

☐ PC ☐ Power cord ☐ Docking station ☐ Carrying case/bag

Name(s) of anyone else who worked on this problem:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

☐ If a reimage is needed, is all user data and favorites backed up to OneDrive and is it OK to reimage?

Problem Description:

Loaner Asset tag\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Ticket number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Common Troubleshooting Steps:** ☐ Dell Command | Update

☐ External monitor ☐ LCD BIST (hold B key, power on)

☐ Dell Pre-Boot Diagnostics (from F12)

☐ Attempt Power-On with Docking Station power button

☐ Attempt Power-On with disconnected battery

☐ Is reimage needed? ☐ Reimage completed

☐ Tested and ready to return to user