CHRIS CASE PROBLEM
CHICAGO POLICE DEPARTMENT

HELP DESK INCIDENT NO.	HELP DESK MEMBER'S NAME	STAR/EMPLOYEE NO.	DATE

COMPLETE THE CHRIS CASE PROBLEM FORM, CONTACT THE HELP DESK AT PAX 0211 AND RECORD THE HELP DESK INCIDENT NUMBER AND THE DATE. THE INFORMATION ON THIS FORM IS INTENDED TO FACILITATE THE "TROUBLE-SHOOTING" PROCESS/CONVERSATION WITH THE HELP DESK.

USER INFORMATION

NAME

STAR NO.

UNIT NO.

LOGON ID (Do not include password.)

COMPUTER INFORMATION

CPD INVENTORY NUMBER

IP ADDRESS

ERROR INFORMATION

ERROR MESSAGE (Record the message exactly as it appears on the screen.)

WHAT WERE YOU DOING AT THE TIME THE ERROR OCCURRED?

WHAT WENT WRONG? (Be as specific as possible.)

CPD-11.439 (11/99)