**Fault Log Sheet**

Date/Time Fault recorded

01/07/2014 10:47am

Fault Logged by: Technician Assigned:

Daniel Hanna

Janet Brown

Preferred method of communication:

Phone Email IM In-person Other

✓

Description of problem:

Client reported an error message about Normal.dot when starting word 2007

Urgency:

Low Medium High

✓

Type of user:

✓

Experienced Novice Technical

Number of computers affected:

1

Room number of computer or laptop number:

Room 208

Resolution

1. Exit all Office programs.
2. In Windows 8 or Windows 8.1, swipe in from the right edge of the screen, and then tap **Search**. (If you're using a mouse, point to the upper-right corner of the screen, move the mouse pointer down, and then click Search.) Type **Command Prompt** in the search box, tap or click Apps, and then tap or click **Run**.
3. Type the following command and then press Enter:   
   **ren %userprofile%\AppData\Roaming\Microsoft\Templates\Normal.dotm OldNormal.dotm**  
   Type **exit**, and then press Enter.
4. Start Word.

Since the user was a novice user and was one floor down I arranged to visit her and carry out this procedure to prevent miscommunication.

Technician’s signature: Technicians print name:

User’s signature: Users print name:

Questionnaire:

|  |  |  |
| --- | --- | --- |
| No. | Question | Poor Great |
|  | Were you happy with the response time for this problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Was the IT Support technician helpful and friendly? | 1 2 3 4 5 6 7 8 9 10 |
|  | Did the IT Support technician explain things in a way which you understood? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the apparent knowledge of the technician? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the length of time taken to resolve the problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the problem resolution which was delivered? | 1 2 3 4 5 6 7 8 9 10 |