

IT Support Request Template

Help staff report IT problems clearly, so issues can be understood, prioritised and fixed faster.



Fill in as much as you can. Clear details help IT support understand and fix the problem faster. If you cannot answer a question, leave it blank.

Do not include secrets

Never include your password, MFA code, recovery code or other secret authentication information in an IT support request.

About you

Name or work contact

Department

Best phone or email to reach you

Best time to contact you

The problem

Device or application affected

Date and approximate time it started

Describe the problem. What were you doing, and what happened?

Exact error message (or attach a screenshot)

Troubleshooting already attempted (for example, restarted, tried another device)

Impact and urgency

Number of people affected

Attachment or screenshot reference

Business impact. What can you not do because of this problem?

Urgency (tick one)

Done	Urgency level
☐	Critical Business has stopped, or a security incident is suspected. Phone IT support as well as submitting this form.
☐	High Many people affected, or an important task cannot be done today.
☐	Medium Work is affected but there is a workaround.
☐	Low A minor issue or a request with no deadline.

For IT support use

Reference number

Received by

Assigned to

Resolved on

Suspect a hacked account, ransomware or a scam email you clicked? Report it immediately by phone rather than waiting for a written request.