

When submitting a trouble ticket answer the following questions before calling.

1. Is this a trouble ticket for: Legacy NIPR Mail call 703-614-2109
NMCII NIPR Mail call 1-866-849-6684 and follow
directions
(SIPR) network. or Legacy Application answer below
questions.

2. Workstation Name: _____
(Find this by right clicking the My Computer icon and then click properties and select
the network identification tab.)

3. Workstation Location: Building: _____
RM#: _____
Floor: _____

4. POC Rank: _____ Last Name: _____ First Name: _____

5. POC Email Address: _____

6. POC Phone #: _____

7. If above is liaison for customer who is experiencing problem:
Users Rank: _____ Last Name: _____ First Name: _____
Email Address: _____
Phone #: _____

8. Organization: _____

9. Brief description of problem: _____

