HOSTNAME:

GSU TAG #:

MODEL:

SERIAL:

CURRENT OS: WIN 7 WIN 8 WIN 10

SYSTEM TYPE: 32 or 64

PRIMARY USER:

PRIMARY USER PHONE:

PRIMARY USER EMAIL:

CURRENT USERNAME:

CURRENT PASSWORD:

TYPE OF CURRENT ENCRYPTION: NONE CREDANT SOPHOS

PICKUP or DROPOFF? WHERE? – WHEN? – WHO FROM?

DAYS LAPTOP AVAILABLE FOR PICKUP:

MON TUE WEN THUR FRI

WHAT EQUIPMENT PICKED UP?

BAG POWER SUPPLY LAPTOP MOUSE THUMB STICK

## QUESTIONS FOR USER:

What special software do you need reinstalled?

Do you need any printers reinstalled?

If it is compatible would you like your system upgraded to the latest OS?

Do you have any special folders that need to be backed up?

Do you VPN into work?

What network drives do you use?

Do you have any other mailboxes setup besides your own?

Do you have any email archives?

## CHECKLIST FOR COMPLETE REBUILD

FILL OUT ASSET POSSESSION FORM - Y or N

* 1. Scan form and save it to here [U:\ITS\Helpdesk\Asset\_Possession\_forms](file:///\\gsufilesrv\University_Shared\ITS\Helpdesk\Asset_Possession_forms)  save the form as **tag number – user** for example:  123456 – Clark Kent
  2. Email a copy of the form to the user, Tracy Sullivan and myself
  3. Update the assets Excel spreadsheet found there with the information listed in the sheet. Make sure you save and close it after you update it.

Laptop Decrypted - Y or N

Laptop Backed UP - Y or N (\\GSUSAN2\PCBACKUPS)

Backup Tested - Y or N (5 different files opened up)

Laptop Reimaged - Y or N

Joined to domain - Y or N

CISCO VPN Installed - Y or N

Logged in as user - Y or N

Setup Outlook - Y or N

All drivers installed - Y or N (Check device manager)

Installed Users software requests - Y or N

Installed Printers - Y or N

Map Network Drives - Y or N

Loaded backup on completed machine - Y or N

Installed SOPHOS Antivirus: Y or N

Encrypted Laptop: Y or N

LAPTOP BLOWN OUT: Y or N

LAPTOP DELIVERED: Y or N

Add Asset tag into Bios Y or N

## 

## CHECKLIST FOR JUST SOFTWARE UPGRADE

1. Fill out an asset possession form (attached) for each laptop and have the user sign it.
   1. Scan form and save it to here [U:\ITS\Helpdesk\Asset\_Possession\_forms](file:///\\gsufilesrv\University_Shared\ITS\Helpdesk\Asset_Possession_forms)  save the form as tag number – user for example:  123456 – Clark Kent
   2. Email a copy of the form to the user, Tracy Sullivan and myself
   3. Update the assets Excel spreadsheet found there with the information listed in the sheet. Make sure you save and close it after you update it.
2. REMOVE TREND
3. Load Sophos Encryption
4. Load Sophos Anti-Virus
5. Reload the latest LANDesk client