

PC Re-image Authorization Request Procedure

Broward College's campus technical staff will re-image PC's when there is a need to upgrade the PC operating system, or if the PC has become unstable due to a virus or other similar attack rendering the PC unusable. It is usually determined by the Campus Technology staff if the PC needs to be re-imaged, but can still be requested by the employee. A PC re-image form must be completed for all requests.

- 1) Contact the helpdesk to have your PC re-imaged.
- 2) Helpdesk will enter a HD ticket and assign it to the appropriate campus.
- 3) Complete a "PC Re-image Authorization Request Form".
- 4) Submit the Request Form to your campus Associate Dean of Technology.
- 5) A Campus Technician will contact you to determine the date / time for the re-image.
- 6) The Campus Technician will complete a "PC After Re-image Checklist Form".
 - * Campus Technology use only
- 7) The Campus Technician will close the HD ticket.

*Please review the [Approved Software list](#) prior to submitting the PC Re-image form.