ServiceNow Form

**SUPPORT**

1. Open url http://go.unimelb.edu.au/a796
2. Enter [Preferred contact number]
3. Select [Issue Type]

**Student print support**

Use this form to report printing problems or other issues with student printers.

For credit refunds related to print issues, refer to the link https://student.unimelb.edu.au/2qm6.

4. Select ‘Support’ as [Issue Type] for printer related issue

5. Enter [Printer name] and [Issue or feedback]

6. Select [Campus], [Building], [Floor] and [Room]

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**PRINT DETAILS**

*Printer name*

[Insert Printer Name]

*Issue or feedback*

Include as much detail as possible.

[Insert Issue Details]

**LOCATION DETAILS**

*Campus*

[Insert Campus Details]

*Building*

[Insert Building Details]

Floor

[Insert Floor Details]

Room

[Insert Room Details]
ServiceNow Form

BALANCE TRANSFER

1. ‘Select ‘Balance Transfer’ as [Issue Type] if you are leaving the University and would like a refund for any outstanding balance on your card.

2. Enter [Student ID]

* Student ID

Balance transfer
The University will endeavour to refund to the same credit card that was used to top-up the account. However, the University may contact you on further details if required.

ADDITIONAL INFORMATION
Comments, questions, or additional requirements

FEEDBACK

1. Select ‘Feedback’ as [Issue Type] to provide general feedback

2. Enter [Issue or feedback]

* Issue or feedback
include as much detail as possible

Printer displaying message - Paper Jam

ADDITIONAL INFORMATION
Comments, questions, or additional requirements

3. Enter [Additional Information]

4. Select [Submit]