

### **SIMPLE STEPS BEFORE CONTACTING IT SUPPORT**

- 1) Shut down your computer wait 30 seconds then power backup up your computer
- 2) Find out if others are experiencing the same issue or problem
- 3) Notify your in house IT contact of the issue or problem
- 4) Gather as much detail of the issue or problem you are having
- 5) Take a print screen of the error you are receiving and paste it into a helpdesk email
- 6) If you believe you received a virus, please turn off your computer and call IT support

### **SUBMITTING A TICKET**

#### **Each ticket should include the following**

- a) Full computer name
- b) Your full name
- c) Direct phone number
- d) Detailed information about the issue you are having. (see below)

#### **Detailed Ticket Information should include the following**

- a) Time you noticed the issue started to happen
- b) If others are having the same issue
- c) If possible a screen shot of the issue
- d) Steps you took to resolve the issue