Contents

[Getting Started 1](#_Toc134015654)

[Common Issues and Solutions 1](#_Toc134015655)

[Slow Performance: 1](#_Toc134015656)

[Password Reset: 2](#_Toc134015657)

[Application Crashes: 2](#_Toc134015658)

[Contacting IT Support: 2](#_Toc134015659)

[System Updates and Maintenance 2](#_Toc134015660)

[Additional Information 2](#_Toc134015661)

[Submitting an Issue via ClickUp 3](#_Toc134015662)

CWA Enterprise User Support Documentation

We understand that technical issues can be frustrating, and we want to help you resolve them as quickly and efficiently as possible. This documentation covers some common issues that you may encounter while using our systems and provides instructions on how to resolve them. If you have any further questions or issues, please contact our IT Support team.

# Getting Started

Before accessing any system, make sure you have your login credentials and your device is connected to the internet.

If you encounter any issues while logging in or accessing the system, check your internet connection and ensure that you are using the correct credentials.

If you are a new user, contact your supervisor or IT Support to obtain your login credentials.

# Common Issues and Solutions

## Slow Performance:

If the system is running slow, check your internet connection and ensure that you have closed any unnecessary applications or tabs.

Clear your browser's cache and cookies, or try using a different browser.

If the issue persists, contact IT Support and provide them with the details of the issue and the steps you have taken to try and resolve it.

## Password Reset:

If you have forgotten your password, click on the "Forgot Password" option on the login page.

Follow the prompts to reset your password.

If you are still unable to reset your password, contact IT Support and provide them with your username, your email address, and any other relevant information.

## Application Crashes:

If an application crashes, close it and restart it.

If the problem persists, check if there are any updates available for the application.

If you are still experiencing issues, contact IT Support and provide them with the details of the issue, the name of the application, and any error messages you may have received.

## Contacting IT Support:

If you encounter any technical issues that you cannot resolve, contact IT Support.

IT Support is available 24/7 and can be reached through email, phone, or chat support.

Provide a detailed description of the issue and any error messages you may have received.

If possible, provide screenshots or steps to reproduce the issue.

IT Support will provide you with a ticket number, which you can use to track the progress of your issue.

# System Updates and Maintenance

CWA Enterprise systems undergo regular updates and maintenance to ensure their functionality and security.

During these updates, the system may be temporarily unavailable or have reduced functionality.

Prior to any updates, IT Support will communicate the details and the expected duration of the update.

If you encounter any issues after an update, contact IT Support and provide them with the details of the issue.

# Additional Information

If you have any questions or need more information about our systems, visit our website or contact IT Support.

For security reasons, do not share your login credentials with anyone.

Follow best practices for data security and protection, such as using strong passwords and keeping your software up-to-date.

Thank you for using the CWA Enterprise systems, and we hope you find this documentation helpful. Remember, if you have any technical issues or questions, contact IT Support for assistance.

# Submitting an Issue via ClickUp

If you encounter an issue while using the CWA Enterprise systems, you can submit it to our IT Support team using ClickUp, our issue tracking platform.

Log in to ClickUp using your CWA Enterprise credentials and navigate to the issue tracking list.

Click on the "New Task" button to create a new issue.

Provide a detailed title and description of the issue, including any relevant screenshots or steps to reproduce the issue.

Assign the issue to the appropriate team member and set the priority level.

Once the issue is submitted, you can track its progress and receive updates on its resolution through ClickUp.

If you have any questions or issues while using ClickUp, contact IT Support for assistance.