

ionnaire Doc

Q.1. When you are getting error in VPN

L1 Team will ask about the specific error from the requester

Once provide the error then update the ticket and transfer to the IT team.

Q.2. When you are getting error in Outlook and Teams Login

L1 Team will ask about the specific error from the requester

Once provide the error then update the ticket and transfer to the IT team.

Q.3. When you are getting error while trying to connect hyper-VM

L1 Team will ask about the specific error from the requester

Once provide the error then update the ticket and transfer to the IT team.

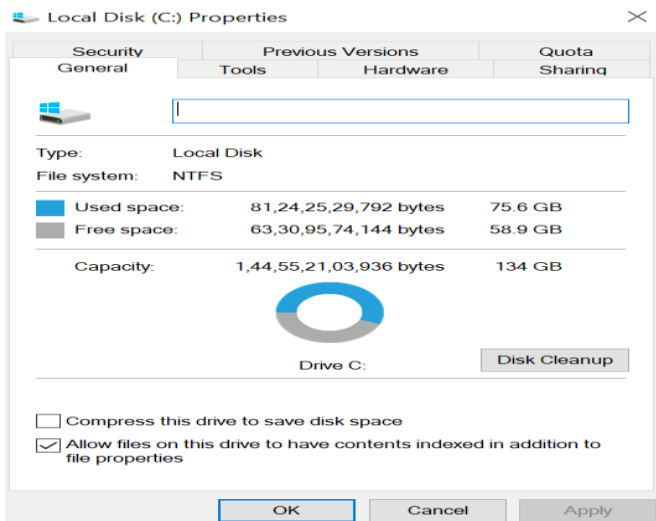
Q.4. When you are facing laptop hanging/Slowness Issue

L1 Team will take the remote through any desk software and follow the process as per SOP

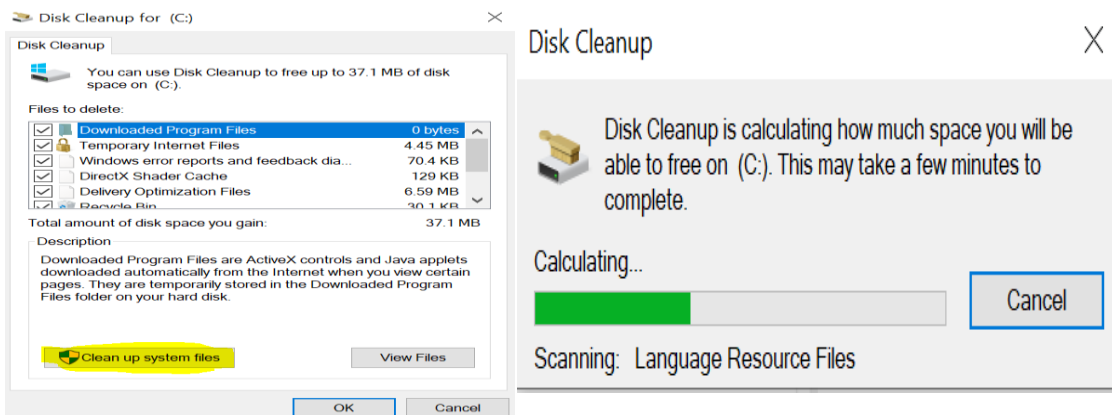
If user don't have any desk application, L1 Teams will share the link to user for download the any desk

Links: - <https://anydesk.com/en>

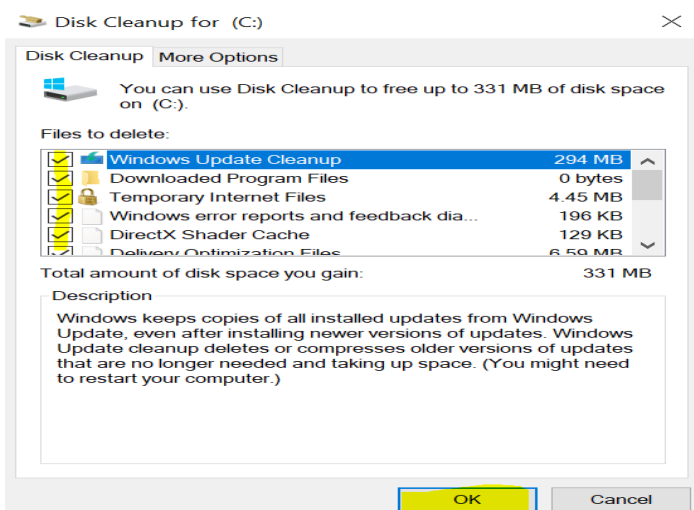
- a. Press **Win+R** button
- b. Type **%temp%** then press **Enter**
- c. **Delete** all files
- d. Press **Win+R** button
- e. Type **temp** then press **Enter**
- f. **Delete** all files
- g. Go to "C" Drive Properties



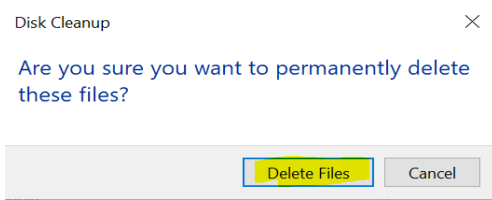
- h. Click on Disk Cleanup**
- i. Select Clean up system files**



- j. Select all check boxes then press OK**



- k. Select all check boxes then press OK and delete files**



I. Restart PC.

If still user is facing same issue, then update the ticket and transfer to the IT team

Q.5. Any kind of Email issue

L1 Team will ask about the specific error from the requester

Once provide the error then update the ticket and transfer to the IT team.

Q.6. Request for new DL or update in any group or DL

L1 Team will ask about the specific Group/DL name from the requester

Once provide the Group/DL Name then update the ticket and transfer to the IT team.

Q.7. what any kind of error in one drive

L1 Team will ask about the specific error name from the requester

Once provide the error then update the ticket and transfer to the IT team.

Q.8. Any kind of request for new software install or any new access in

L1 Team will ask the software name & SharePoint folder name from the requester

Once provide the details then update the ticket and transfer to the IT team

Q.9. Any kind of request for external domain access in outlook/teams,

L1 Team will ask about the external domain name/Email id from the requester

Once provide the details then update the ticket and transfer to the IT team

Q.10. Any kind of request for new asset or accessories

L1 Team will ask about Asset/Accessories (Laptop, Charger, 3 Pin Plug, Headphone, Mouse) from the requester.

For the charger L1 team will ask about laptop model number from the requester.

Once provide the details then update the ticket and transfer to the IT team

Q.11. Any kind of Request for New VM

If requester have RM approval, then update the ticket and transfer to the IT Team

Q.12. Any kind of request for LCS access, DevOps access, VS access, Visual Studio

L1 Team will ask about specific access from the requester

If requester have RM approval, then update the ticket and transfer to the IT Team

Q.13. Any kind of request related to Azure VM access

L1 Team will ask about VM Name from the requester

If requester have RM approval, then update the ticket and transfer to the IT Team

Q.14. One drive Installation and configuration

L1 Team will take the remote through any desk software and follow the process as per SOP

If user don't have any desk application, L1 Teams will share the link to user for download the any desk

[Links: - https://anydesk.com/en](https://anydesk.com/en)

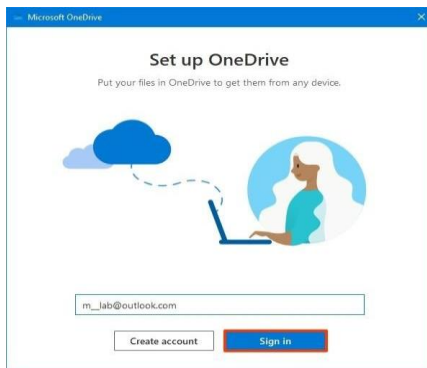
L1 team follow the process as per below SOP

- a. Open Start.
- b. Search OneDrive and click the top result to open the app.

[Quick tip: If you do not find OneDrive on the Start menu, the client is probably not installed](#)

- c. Confirm the Microsoft account address.

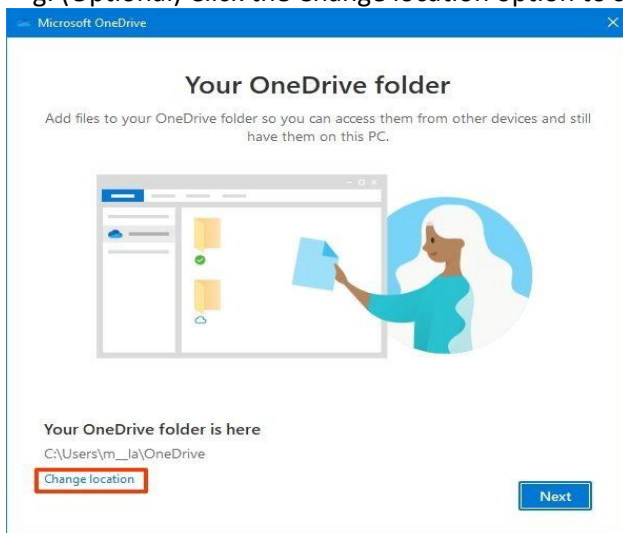
d. Click the Sign in button.



e. Confirm your account password.

f. Click the Sign in button again.

g. (Optional) Click the Change location option to specify a different folder to store the cloud files. (Usu



h. Click the **Next** button.

i. (Optional) Clear the **Desktop**, **Documents**, and **Pictures** selections.





Quick note: OneDrive offers the ability to back up your system profile folders. Although

j. Click the **Skip** button (or **Continue** button).

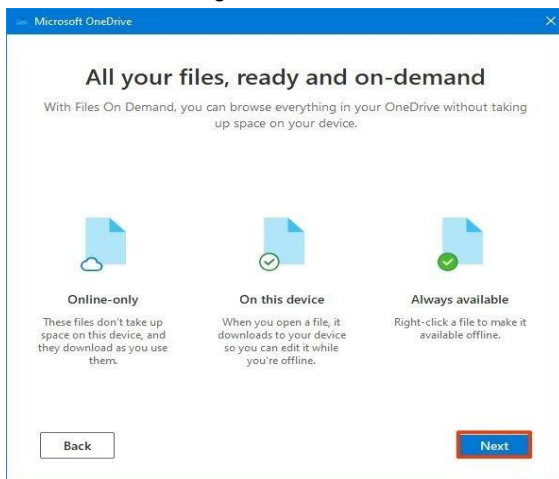
k. Click the **Not now** button.

l. Click the **Next** button.

m. Click the **Next** button again.

n. Click the **Next** button one more time.

S



o. Click the **Later** button.

p. Click the **Close** button.

q. After you complete the steps, OneDrive will be ready to start uploading files. A OneDrive folder will

then update the ticket.

Q.15. Extend License of Hyper-VM Server

L1 team will forward the ticket to IT team

SharePoint

/SharePoint

quester

sio, Project etc.

[alled. You can download the OneDrive client offline installer from Microsoft and double-click the file to](#)

ially, the default location is recommended.)

gh it is recommended to use this option, you may not have enough space to upload all your files if you h

| be added to your Windows Explorer.

[install it. Also, if the setup process does not appear, right-click the cloud icon from the notification area](#)

have the free version of the service. If this is the case, skip this option until you sign up for a subscription

and select the Sign in button.

plan. You can always access the backup settings from the **Backup** tab in the OneDrive settings.