5. Troubleshooting Common Issues

Overview: Here are solutions to common problems users experience with their technology.

1. Can't Log In:

- Ensure your email and password are entered correctly.
- Use the "Forgot Password?" link if needed.
- Clear your browser cache or try a different browser.

2. Trouble Submitting a Ticket:

- Check that all required fields are completed.
- Ensure your file attachments meet the size and format requirements.

3. Procurement Request Delays:

- Verify that your request has been submitted correctly.
- Check the status under the "My Requests" tab in your account.

4. Chatbot Not Responding:

- Refresh the Help Desk page and try reopening the chatbot.
- Ensure you have a stable internet connection.

Related Articles:

- How to Submit a Ticket
- Using the AI Chatbot