**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