

IT SUPPORT DOCUMENT

1. How to raise an IT ticket?

Use the internal Helpdesk portal. Go to IT > Raise Ticket.

2. What is the resolution time for critical issues?

Critical IT issues are resolved within 4 working hours.

3. Can I request a laptop upgrade?

Yes, laptop upgrades can be requested through the asset request form, subject to approval.

4. How to access VPN?

Download the VPN client from the internal tools portal. Use your AD credentials to login.

5. What to do if my email is hacked?

Immediately reset your password and report to itsecurity@company.com.