

# TECH PULSE TECH SUPPORT

CALL LOG FORM >>

## **TEAM NAMES & STUDENT NUMBERS:**

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**TECH PULSE**  
TECH SUPPORT

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## **Troubleshooting Questions**

### **Level 1: Front level support**

#### **Level 1**

1. Is this the first time it's happened, or has it occurred before?
2. Were there any recent changes to your device or account (updates, password changes, installations)?
3. Are all necessary cables securely connected?
4. What initial step should a user take when unable to login to their email account?
5. Is the issue happening continuously or only at certain times?

### **Level 2: Technical support**

#### **Level 2**

6. Are there any permissions or access rights that have recently changed?
7. Have you recently installed any new hardware, software, or drivers?
8. What patterns or conditions seem to trigger the issue?
9. Can you access other applications or systems without issues?
10. Is the problem affecting just your workstation/device or multiple users in your department?

### **Level 3: IT support expert**

#### **Level 3**

11. Are all related systems, devices, or functions operating as expected now?
12. Has the latest firmware or driver been applied where relevant?
13. Is additional monitoring or modification required to avoid recurrence of the problem?
14. Are there any system logs or diagnostic reports available that show the error?
15. Has any part of the system, hardware, or configuration been modified by IT recently?