19-Feb-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Sales Rain	training & Orientation	Conduct training Orientation with IT Herald	In Progress
HBS	Monitor	Replace Monitor	Done
Kitepipe	Printer	check and troubleshoot printer to PC Connections	Done
NAISCO	Wifi	Entered the password on the Laptop	Done
NAISCO	PC Transfer	Transfer and Setup PC Unit to HR Office	Done
HelloFresh	Biometrics	Set up the biometrics and updated the IP address	Done

20-Feb-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HelloFresh	Monitor	Replace monitor	Done
HBS	Power Cord	Replace Power Cord	Done
NAISCO	Lan Cable	Setup Lan Cable Using hub	Done
NAISCO	CPU	Replace the CPU temporarily but put back the previous one	Done
Sales Rain	Server Room	Cleaned up Faceplates	Done
NAISCO	System unit	Reformat	Done
HelloFresh	User Account	Create user account	Done
HelloFresh	Monitor	Unplug and replug the HDMI	Done
HelloFresh	Biometrics	Setup User account in Biometrics	Done

21-Feb-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HBS	Internet	Troubleshoot and Replace Lan Cable	Done
Sales Rain	Mini Desktop	pulled out mini Desktop	Done

24-Feb-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	PC	Transfer PC and Setup	Done
Hello Fresh	Monitor	Replace Monitor	Done
Hello Fresh	Monitor	Transfer Monitor and Setup	Done
Hello Fresh	System Unit	Reformat	Done
Hello Fresh	Printer	Troubleshooting the Printer to enable printing Via Wifi	Done

25-Feb-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	PC	Transfer PC and Setup	Done
Hello Fresh	Monitor	Troubleshoot and restart a computer	Done
Hello Fresh	Printer	Install a driver for the Printer	Done
Sales Rain	Monitor	Checking the monitor if it is working or not	Done
Sales Rain	System Unit	Troubleshoot the System Unit and check if it is working or not	Done
Hello Fresh	Monitor	Restart computer	Done

26-Feb-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
NAISCO	Internet	Unplug and replug the cable	Done
NAISCO	Equipment	Return the cables,router and UPS to the storage room	Done
Sales Rain	Equipment	organized equipment such as VGA cable, power cords, and HDMI Cable	Done
Hello Fresh	Monitor	Switched the Monitors positions	Done
Hello Fresh	Monitor	Unplug and replug the VGA cable	Done
Hello Fresh	Monitor	Fixed the Display of the dual monitors	Done
Hello Fresh	Monitor	Replaced with a New VGA cable	Done
Hello Fresh	Internet	Unplug and replug the Lan cable	Done
NAISCO	Monitor	fixed the problem using startup rapair	Done
Hello Fresh	Account	Creating account	Done
Hello Fresh	Internet	Troubleshoot and Replaced with a New VGA cable	Done
Sales Rain	Biometrics	Edit and copy the attendance list using excel	Done

27-Feb-25

DAILY TIME RECORD

#	DATE	TIME IN	TIME OUT	WORK HOURS
1	Wed, Feb 19, 2025	7:00 AM	6:00 PM	10
2	Thu, Feb 20, 2025	7:00 AM	7:00 PM	11
3	Fri, Feb 21, 2025	7:00 AM	5:00 PM	9
4	Sat, Feb 22, 2025			
5	Sun, Feb 23, 2025			
6	Mon, Feb 24, 2025	7:00 AM	6:00 PM	10
7	Tue, Feb 25, 2025	7:00 AM	6:00 PM	10
8	Wed, Feb 26, 2025	7:00 AM	9:00 PM	13
9	Thu, Feb 27, 2025	8:00 AM	6:00 PM	9
10	Fri, Feb 28, 2025	7:00 AM	6:00 PM	10
11	Sat, Mar 01, 2025			
12	Sun, Mar 02, 2025			
13	Mon, Mar 03, 2025	absent		
14	Tue, Mar 04, 2025	Exuse	Pictorial	
15	Wed, Mar 05, 2025	7:00 AM	7:00 PM	11
16	Thu, Mar 06, 2025	7:00 AM	6:00 PM	10
17	Fri, Mar 07, 2025	7:00 AM	4:00 PM	8
18	Sat, Mar 08, 2025			
19	Sun, Mar 09, 2025			
20	Mon, Mar 10, 2025	7:00 AM	6:00 PM	10
21	Tue, Mar 11, 2025	7:00 AM	6:00 PM	10
22	Wed, Mar 12, 2025	7:00 AM	6:00 PM	10
23	Thu, Mar 13, 2025	7:00 AM	6:00 PM	10
24	Fri, Mar 14, 2025	Excuse	IP Program	
25	Sat, Mar 15, 2025			
26	Sun, Mar 16, 2025			
27	Mon, Mar 17, 2025	7:00 AM	7:00 PM	11
28	Tue, Mar 18, 2025	7:00 AM	7:00 PM	11
29	Wed, Mar 19, 2025	7:00 AM	7:00 PM	11
30	Thu, Mar 20, 2025	8:00 AM	8:00 PM	11
31	Fri, Mar 21, 2025	7:00 AM	4:00 PM	8
32	Sat, Mar 22, 2025			
33	Sun, Mar 23, 2025			
34	Mon, Mar 24, 2025	7:00 AM	7:00 PM	11
35	Tue, Mar 25, 2025	7:00 AM	8:00 PM	12
36	Wed, Mar 26, 2025	7:00 AM	8:00 PM	12
37	Thu, Mar 27, 2025	7:00 AM	6:00 PM	10
38	Fri, Mar 28, 2025		Excuse	Excuse
39	Sat, Mar 29, 2025			
40	Sun, Mar 30, 2025	10:00 PM	7:00 AM	8
41	Mon, Mar 31, 2025	10:00 PM	7:00 AM	8
42	Tue, Apr 01, 2025	10:00 PM	8:00 AM	9
43	Wed, Apr 02, 2025	9:00 AM	6:00 PM	8
44	Thu, Apr 03, 2025	9:00 AM	6:00 PM	8
45	Fri, Apr 04, 2025			
46	Sat, Apr 05, 2025			
47	Sun, Apr 06, 2025	10:00 PM	7:00 AM	8
48	Mon, Apr 07, 2025	10:00 PM	7:00:00 AM	8
49	Tue, Apr 08, 2025	9:00 PM	6:00 AM	8
50	Wed, Apr 09, 2025	9:00 PM	6:00 AM	9
51	Thu, Apr 10, 2025	8:00 PM	7:00 AM	10
52	Fri, Apr 11, 2025			
53	Sat, Apr 12, 2025			
53	Sun, Apr 13, 2025			
55	Mon, Apr 14, 2025	10:00 AM	9:00 PM	10
56	Tue, Apr 15, 2025	11:00 AM	10:00 PM	10
57	Wed, Apr 16, 2025	10:00 PM	7:00 AM	8
58	Thu, Apr 17, 2025	Holy week		
59	Fri, Apr 18, 2025	Holy week		
60	Sat, Apr 19, 2025			
62	Sun, Apr 20, 2025			
63	Mon, Apr 21, 2025	10:00 AM	9:00 PM	10
a	Tue, Apr 22, 2025	10:00 AM	10:00 PM	10
65	Wed, Apr 23, 2025	11:00 AM	10:00 PM	10
66	Thu, Apr 24, 2025	9:00 AM	6:00 PM	8
67	Fri, Apr 25, 2025	Absent		
68	Sat, Apr 26, 2025			
69	Sun, Apr 27, 2025			
70	Mon, Apr 28, 2025	11:00 AM	10:00 PM	10
71	Tue, Apr 29, 2025	11:00 AM	11:00 PM	11
72	Wed, Apr 30, 2025	11:00 AM	10:00 PM	10
73	Thu, May 1, 2025	10:00 AM	9:00 PM	10
74	Fri, May 2, 2025	8:00 AM	6:00 PM	8
75	Sat, May 3, 2025			
76	Sun, May 4, 2025			
77	Mon, May 5, 2025	7:00 AM	10:00 PM	14
78	Tue, May 6, 2025	11:00 AM	11:00 PM	11
79	Wed, May 7, 2025	11:00 AM	10:00 PM	10
80	Thu, May 8, 2025	11:00 AM	10:00 PM	10
81	Fri, May 9, 2025	10:00 AM	3:00 PM	4
82	Sat, May 10, 2025			
83	Sun, May 11, 2025			
84	Mon, May 12, 2025	Election		
85	Tue, May 13, 2025	Absent		
86	Wed, May 14, 2025	1:00 PM	11:00 PM	10
87	Thu, May 15, 2025	11:00 AM	10:00 PM	10
88	Fri, May 16, 2025	11:00 AM	8:00 PM	8
89	Sat, May 17, 2025			
90	Sun, May 18, 2025			

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
NAISCO	Headset	Replace Headset	Done
NAISCO	Monitor	Troubleshoot the Issue, cleaned the RAM and Restarted the computer	Done
Sales Rain	Biometrics	Enrolled name and ID for Biometrics	Done
Hello Fresh	Internet	Restart Laptop	Done
Hello Fresh	Account	Creating account	Done
Hello Fresh	Printer	Install a driver for the Printer	Done
Hello Fresh	Printer	Troubleshoot the Issue and Install a driver for the Printer	Done
Hello Fresh	Biometrics	edit the username of The employees	Done

28-Feb-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HBS	Monitor	Replace Monitor	Done
Hello Fresh	Account	Creating a user account for each Computer	Done
Hello Fresh	Monitor	Troubleshoot the issue and Replace the VGA cable	Done
Sales Rain	Monitor	Checking the monitor if it is working or not	Done
Hello Fresh	Internet	Replace Lan Cable	Done

5-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HBS	Monitor	Troubleshoot and Replace new HDMI cable	Done
HBS	Biometrics	Enrolled the employee using Biometrics	Done
Sales Rain	System Unit	Troubleshoot the System Unit and check if it is working or not	Done
Hello Fresh	Monitor	Replace New Monitor	Done
Hello Fresh	Monitor	Fixed the Display of the Monitor	Done

6-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Troubleshoot the Monitor and Replace the VGA cable	Done
Hello Fresh	Monitor	Replace New Monitor	Done
Hello Fresh	Monitor	Fixed the Display of the Monitor	Done
Hello Fresh	Monitor	Troubleshoot the Monitor and fixed The Display	Done
Sales Rain	System Unit	Troubleshoot the System Unit and check if it is working or not	Done
Hello Fresh	Account	Creating User account	Done

7-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Fixed the Display of the Monitor	Done
Hello Fresh	Laptop	Remove Password	Done
Hello Fresh	Laptop	Installing the Brother driver for the laptop	Done
Hello Fresh	Account	Creating User account	Done
Hello Fresh	Monitor	Troubleshoot and Replace new VGA Cable	Done

10-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
CPN	Biometrics	Enrolled the employee using Biometrics	Done
HBS	Monitor	Fixed the display and restart System Unit	Done
NAISCO	System Unit	Transfer System Unit to another table	Done
Hello Fresh	User account	Set a password	Done

11-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Computer	troubleshoot and restart the comuputer	Done
HBS	Internet	fixed the port of Lan cable	Done
Hello Fresh	Internet	Switch wifi to Lan Cable	Done

Client	Request/Concerns/Description	Action	Status
Hello Fresh	User account	Set a password	Done
Hello Fresh	User account	Creating user Account	Done

12-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Internet	Disconnected and reconnected the LAN cable	Done
HBS	Monitor	Troubleshoot the issue and Cleaned the RAM	Done

13-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Troubleshoot the issue and fix the Display	Done
Hello Fresh	Monitor	Restart and update the computer	Done
Hello Fresh	Monitor	Adjust the Monitor's color settings.	Done
HBS	Monitor	Change New Power Cord	Done
Hello Fresh	Biometrics	Enroll Biometrics	Done
Hello Fresh	Monitor	Change New Monitor	Done

17-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Sales Rain	Biometrics	Enroll Access Cards for Visitors	Done
Hello Fresh	Biometrics	Enroll name and ID for Biometrics	Done
Hello Fresh	Monitor	Troubleshoot the issue and Restart the System unit	Done
HBS	Monitor	Replaced with a New VGA cable	Done

18-Mar-25

Client	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Troubleshoot the issue and Restart the System unit	Done
NAISCO	Printer	Connect a Laptop to the Printer	Done
			Done

19-Mar-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Change New Vga Cable	Done
Sales Rain	Laptop	Collected the serial number of the laptop using CMD	Done
Hello Fresh	Internet	Troubleshoot the issue and replace New Lan cable	Done
Hello Fresh	Projector	Setup the Projector	Done
Sales Rain	Laptop	Collected the serial number of the laptop using CMD	Done

20-Mar-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Change New Vga Cable	Done
Kinettix	Biometrics	Enroll name and ID for Biometrics	Done
Hello Fresh	Monitor	Troubleshoot the issue and replace New VGA cable	Done

21-Mar-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Troubleshoot the issue and fix the Display	Done
Hello Fresh	Internet	Disconnected and reconnected the LAN cable	Done
HBS	Monitor	Troubleshoot the issue and replace New VGA cable	Done
HBS	Monitor	Update the Software	Done
Hello Fresh	Account	Creating user Account	Done

24-Mar-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done

Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HBS	Keyboard	Replace new Keyboard	Done
HBS	Monitor	Fixed the monitor Display	Done
Sales Rain	Internet	Troubleshoot the issue using CMD	Done

25-Mar-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Mouse	Unplug and replug the mouse	Done
Hello Fresh	Monitor	Troubleshoot the issue and replace Lan cable	Done
Hello Fresh	Computer	Troubleshoot the issue and Restart the computer	Done
Hello Fresh	Clicker	Troubleshoot and resolve the issue with the clicker	Done
Sales Rain	System Unit	Troubleshooot the System Unit and check if it is working or not	Done

26-Mar-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	fixed the monitor Display	Done
Hello Fresh	Laptop	upadate and install the driver	Done
Hello Fresh	Account	Creating user Account	Done
Hello Fresh	Monitor	Troubleshoot the issue and fixed the Display	Done
Sales Rain	System Unit	Troubleshooot the System Unit and check if it is working or not	Done

26-Mar-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	fixed the monitor Display	Done
Hello Fresh	Laptop	upadate and install the driver	Done
Hello Fresh	Account	Creating user Account	Done
Hello Fresh	Monitor	Troubleshoot the issue and fixed the Display	Done
Sales Rain	System Unit	Checking the System Unit and Troubleshoot	Done
Hello Fresh	Projector	Setup the Projector	Done

27-Mar-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	System Unit	Format System unit	Done
Hello Fresh	account	Creating user Account	Done
Hello Fresh	Computer	Cleanup and Restart System unit	Done
Hello Fresh	Lan cable	Setup Lan Cable	Done

30-Mar-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Headset	Transfer headset	Done

31-Mar-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Troubleshoot and fix the display	Done
Gebbs	System Unit	Troubleshooot the System Unit and check if it is working or not	Done
Gebbs	System Unit	troubleshoot and Format	**Done**

1-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Troubleshoot the issue and fixed the Display	Done

Kinettix	computer	Transfer computer	Done
Hello Fresh	Screen Recording	Install screen recording	Done
Hello Fresh	Ram	Upgrade Ram	Done
Hello Fresh	Monitor	Troubleshoot the issue and fixed the Display	Done

2-Apr-25			
	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Gebbs	Biometrics	Transfer Biometrics	Done
Hello Fresh	Monitor	Troubleshoot the issue and fixed the Display	Done
Hello Fresh	Ram	Upgrade Ram	Done
Hello Fresh	account	Creating user Account	Done
Sales Rain	faceplates	setup Faceplates	Done
Hello Fresh	account	Creating user Account	Done
Sales Rain	Internet	Disconnected and reconnected the LAN cable	Done

3-Apr-25			
	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Genesys	Troubleshoot the issue then update and restart the Laptop	Done
Hello Fresh	Computer	troubleshoot and restart the Computer	Done
Gebbs	System Unit	Troubleshooot the System Unit and check if it is working or not	Done
Hello Fresh	Monitor	Fixed the Display	Done
Hello Fresh	Monitor	Adjust the Brightness	Done

6-Apr-25			
	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done

7-Apr-25			
	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
sales Rain	Laptop	format and update the laptop	Done
Gebbs	Laptop	troubleshoot and replace SSD	Done
sales Rain	Face plates	Setup the Face plates	Done

8-Apr-25			
	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Internet	Lan cable Install	Done
Hello Fresh	Add account	Creating User Account	Done
Hello Fresh	Genesys	Restart the computer	Done
Sales Rain	System unit	Troubleshoot and replace new Ram	Done
Sales Rain	Face plates	Setup the faceplates	Done

9-Apr-25			
	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Add account	Creating user Account	Done
Hello Fresh	System unit	Restart and cleaned up	Done
NAISCO	CCTV	review CCTV	Done
Hello Fresh	Account	Create Password Account	Done
Hello Fresh	Headset	Disconnected and reconnected the Headset	Done

10-Apr-25			
	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done

Hello Fresh	Account	Creating User Account	Done
Sales Rain	CCTV	Setup the CCTV	Done
Sales Rain	Face plate	Setup the Faceplates	Done
Sales Rain	Biometrics	Reset all data in Biometrics	Done

14-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
NAISCO	Monitor	Fixed the Display	Done
Hello Fresh	Printer	Remove and add Device for the Printer	Done
Hello Fresh	Monitor	Troubleshoot and fixed the display	Done
Hello Fresh	Account	Creating User Account	Done
Hello Fresh	Computer	Troubleshoot and clear cache of the system unit	Done
Antel	Lan Cable	Setup the IO and lan cable	Done

15-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Add Account	Creating User Account	Done
Hello Fresh	CCTV	Backup the CCTV footage	Done
Hello Fresh	Printer	Connect the Laptop	Done
Hello Fresh	Headset	Troubleshoot the issue login and logout the account	Done
Hello Fresh	Add Account	Creating User Account	Done
Hello Fresh			

16-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Add Account	Creating User Account	Done
Antel	CCTV	setup CCTV	Done
Antel	Lan Cable	Crimped a straight through lan cable using crimping tool	Done

21-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Wallpaper	Change bacground and Lock screen	Done

22-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Printer	Connect Laptop to Printer	Done
Hello Fresh	Monitor	Fixed the Display	Done
Hello Fresh	Account	Creating user account	Done
Hello Fresh	Biometrics	Enrolled the employee using Biometrics	Done
Hello Fresh	Account	Creating user account	Done
Hello Fresh	Display	Fixed the Display	Done
Hello Fresh	Account	Change account name	Done
Sales Rain	Minidesks	Troubleshooot the System Unit and check if it is working or not	Done

23-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Fixed the display	Done
Hello Fresh	System Unit	Cleanup and Reslart System unit	Done
Hello Fresh	Account	Creating User Account	Done
Sales Rain	Minidesks	Troubleshooot the System Unit and check if it is working or not	Done

24-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done

Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Sales Rain	Minidesks	Troubleshooot the System Unit and check if it is working or not	Done
Hello Fresh	Laptop	connect laptop to the printer	Done

28-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Account	creating user account	Done
Hello Fresh	Headset	troubleshoot and fixed the audio	Done
Hello Fresh	User account	changing user name	Done
Hello Fresh	Display	Change the Display format	Done
Sales Rain	format	troubleshoot and Format the minidesk	Done
Hello Fresh	Account	creating user account	Done

29-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Printer	Connect laptop to the printer	Done
Hello Fresh	Monitor	Troubleshoot and replace new Power Cord	Done
Hello Fresh	Account	Creating user Account	Done
Hello Fresh	Headset	troubleshoot and fixed the audio	Done
Hello Fresh	Account	Creating user Account	Done
Hello Fresh	Monitor	Troubleshoot and fixed the display	Done
Hello Fresh	System unit	Clean using Cmd and Restart the Computer	Done

30-Apr-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HBS	Update	Update the system unit	Done
Hello Fresh	add Account	Creating user Account	Done
Hello Fresh	Internet	Troubleshoot and reset the Network	Done
Hello Fresh	add Account	Creating user Account	Done
Hello Fresh	System Unit	Clean and restart the computer	Done
			Done
			Done

1-May-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HBS	Update	Update the system unit	Done
Hello Fresh	add Account	Creating user Account	Done
Hello Fresh	Internet	Troubleshoot and reset the Network	Done
Hello Fresh	add Account	Creating user Account	Done
Hello Fresh	System Unit	Clean and restart the computer	Done
NAISCO	Internet	Troubleshoot and and restart the System Unit	Done
Hello Fresh	Account	Creating user Account	Done
Sales Rain	System Unit	Check the System Unit the charger and Specification	Done
Hello Fresh	Monitor	Troubleshot the issue and fixed the Display	Done
Hello Fresh	Account	Creating user Account	Done

2-May-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Monitor	Troubleshot and fixed the Display	Done
Hello Fresh	Internet	Replace new Lan Cable	Done
Hello Fresh	System Unit	Reformat	Done
Sales Rain	Minidesk	Reformat	Done

5-May-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
NAISCO	Biometrics	Enrolled name and ID for Biometrics	Done

6-May-25			
	Request/Concerns/Description	**Action**	**Status**
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done

Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
NAISCO	Biometrics	Enrolled name and ID for Biometrics	Done
Hello Fresh	Account	Creating User Account	Done
Hello Fresh	System Unit	Troubleshot the issue and Restart the System Unit	Done
Hello Fresh	Printer	Connect Laptop to the Printer	Done
Hello Fresh	Monitor	Troubleshoot the issue and Fixed the Display	Done
Hello Fresh	Account	Creating User Account	Done
Hello Fresh	Laptop	Connect Laptop to the Printer	Done

7-May-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	add Account	Creating User Account	Done
Hello Fresh	Monitor	Fixed the Display	Done
Hello Fresh	Printer	Troubleshot and Fixed The Issue	Done
Hello Fresh	Laptop	Connecting a Printer to a Laptop	Done
NAISCO	Laptop	Connect Wifi to the Laptop	Done

8-May-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Hello Fresh	Display	Troubleshot and fixed the Display	Done
Hello Fresh	Internet	Fixed the issue using CMD	Done
Hello Fresh	Internet	connect and reconnect the wifi	Done
Hello Fresh	Latop	change connections and rename the Printer	Done
			Done

9-May-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
NAISCO	Monitor	Replace new Monitor	Done
NAISCO	Monitor	Replace New DP Port	Done

14-May-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Sales Rain	Minidesk	Troubleshoot and replace new Ram	Done
Hello Fresh	Account	Creating User account	Done
Hello Fresh	Internet	Troubleshoot and connect and reconnect wifi	Done
Hello Fresh	Laptop	Connect wifi and Printer	Done
HBS	Remote desktop	Install and setup Remote desktop	Done
Kitepipe	Internet	troubleshoot the issue and restart the laptop	Done
HBS	Zoiper	Install and setup	Done

15-May-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
Sales Rain	Minidesk	Troubleshoot and replace new Ram	Done
Hello Fresh	System Unit	Setup and update the system Unit	Done
Hello Fresh	Printer	Connect to the Laptop	Done
Hello Fresh	System Unit	Troubleshoot and Clean up	Done

16-May-25

	Request/Concerns/Description	Action	Status
Sales Rain	Daily Task	Monitor CCTV and monitor bandwidth.	Done
Sales Rain	Check	Check recent Emails	Done
Sales Rain	Pfsense backup	Download Pfsense XML File Backup	Done
Sales Rain	Training	IT intern training	In Progress
Sales Rain	Fire Wall	Monitoring the Fire Wall 1	Done
HBS	RDP	Setup remote Desktop	Done