



Employee IT Support Knowledge Base

Account Access

Employees can reset their passwords using the self-service portal.
If the portal is unavailable, contact IT support.

Software Installation

Approved software can be requested through the service catalog.
Admin approval is required for licensed tools.

VPN Access

VPN access is required when working remotely.
Requests must be approved by the employee's manager.

Email Issues

If email is not syncing, restart the mail client.
If the issue persists, raise an IT support ticket.

Hardware Requests

Employees can request laptops, monitors, and peripherals.
Standard delivery time is 3 to 5 business days.

Support Hours

IT support is available Monday to Friday, 9 AM to 6 PM.