**Question and Answer: How can I request access to a production server?**Go to https://www.percysolutions.com/access/servers/production. Fill out the form and submit it. Manager approval is required.**Where can I submit a request to join a security group?**Use the security group request form at https://www.percysolutions.com/security-groups/add-user. You'll need to specify the group and provide your manager's email for verification.**How do I request temporary elevated access for a specific task?**Go to https://www.percysolutions.com/access/special/temporary-elevated. Complete the form, and ensure manager and security admin approval is obtained.**Can I remove someone from a security group?**Yes, go to https://www.percysolutions.com/security-groups/remove-user and fill out the removal form.**How can I reset my password?**Visit the password reset page at https://www.percysolutions.com/account/password-reset and follow the instructions to reset your password.**Where can I unlock my account if it's locked?**Use the account unlock request form at https://www.percysolutions.com/account/unlock to unlock your account.**How can I set up multi-factor authentication (MFA) for my account?**Follow the instructions at https://www.percysolutions.com/account/mfa-setup to set up multi-factor authentication.**Who should I contact for general IT support?**You can email the IT support team at support@percysolutions.com or visit the support page at https://www.percysolutions.com/support/contact.**How do I contact the IT admin directly?**For direct IT admin support, email admin@percysolutions.com.**Is there an emergency IT contact?**Yes, you can reach emergency IT support at emergency@percysolutions.com.**How do I gain access to the staging server?**Submit an access request at https://www.percysolutions.com/access/servers/staging.**How do I set up VPN access?**Visit https://www.percysolutions.com/docs/procedures/vpn-access for a guide on installing and accessing the VPN. Use company credentials to log in.**How can I find the process for provisioning a new user account?**Refer to the account provisioning cookbook at https://www.percysolutions.com/docs/cookbook/account-provisioning for detailed steps.**What is the process to access a production server?**Visit the server access cookbook at https://www.percysolutions.com/docs/cookbook/server-access for a step-by-step guide on requesting and verifying server access.**Where can I find a troubleshooting guide for common issues?**The troubleshooting guide is available at https://www.percysolutions.com/docs/troubleshooting.**How do I request access to specific software?**Go to https://www.percysolutions.com/tools/access and submit an access form.**Where can I download approved software for my workstation?**Visit the download center at https://www.percysolutions.com/tools/downloads to access approved software.**Where can I view the company’s IT security policy?**You can find the IT security policy at https://www.percysolutions.com/policies/security.**How do I view the acceptable use policy?**The acceptable use policy is located at https://www.percysolutions.com/policies/acceptable-use.**What should I do if I receive a phishing email?**Report phishing emails immediately to security@percysolutions.com and do not click any links within the email.**How do I request a company laptop?**Submit a hardware request form at https://www.percysolutions.com/hardware/request.**Where can I find instructions for using remote desktop?**Refer to the remote desktop setup guide at https://www.percysolutions.com/docs/procedures/remote-desktop.**How do I request access to a secure folder?**Use the secure folder access form at https://www.percysolutions.com/access/folders/secure.**How can I check the status of my access request?**Go to https://www.percysolutions.com/access/status and enter your request ID to track the status.**How do I escalate an access request if it's taking too long?**Contact escalation@percysolutions.com with your request ID and reason for escalation.**What are the steps to configure email on my mobile device?**Find setup instructions at https://www.percysolutions.com/docs/procedures/email-setup.**How do I reset my MFA device if I get a new phone?**Follow the reset guide at https://www.percysolutions.com/account/mfa-reset.**What is the process for requesting access to a network printer?**Submit a printer access form at https://www.percysolutions.com/access/printer.**How do I report a security incident?**Fill out the incident report form at https://www.percysolutions.com/security/report.**How can I request a virtual machine (VM) for a project?**Use the VM request form at https://www.percysolutions.com/access/vm-request.**Where can I find the user guide for company applications?**Visit the user guide repository at https://www.percysolutions.com/docs/user-guides.**How do I access the internal wiki for IT resources?**Log in to the internal wiki at [https://wiki.percysolutions.com](https