

Internal IT Support Guidelines

1. Device Usage:

Company laptops must be used strictly for business purposes. Installation of unauthorized applications is not supported and may result in system compromise.

2. Support Hours:

IT Support operates Monday to Friday from 9:00 AM to 6:00 PM IST. For urgent issues outside these hours, log a ticket via the IT portal.

3. Unauthorized Access:

Never share your login credentials. Violations will lead to immediate account suspension and investigation.

4. Hardware Loss:

Report lost or stolen devices immediately to IT Security to prevent data breaches. A replacement request can be initiated via the asset management system.