

Helpdesk Ticket Response

Subject: Re: Remote Desktop Not Working

Dear [User],

Thank you so much for reaching out. Remote desktop access failures can be very troublesome and potentially stressful, especially when dealing with time-sensitive or urgent matters. I was able to review your system logs and noticed a recent disconnection between your device and our VPN service, which is responsible for enabling remote access. I have reset your VPN credentials and also flushed out any active session blocks that may have caused the disruption. At this time, please log out of your current session and reconnect to the VPN. Then, try reconnecting to the remote desktop (Dursun, 2025). This should help you resolve your connection issue. Should the problem persist, I will need to reach out to Tier 2 support, as they will need to conduct a further network investigation. I know your primary concern is to continue working without any disruption. Thank you for your patience. I will personally follow up within 30 minutes to confirm the resolution.

Best regards,

Tanya Raj

Remote IT Support Team

Reference

Dursun, F. (2025). Digital Age Workplace Security: Cyber Hygiene Approach in Remote Work. *İşletme Bilimi Dergisi*, 13(1), 138-157.

<https://dergipark.org.tr/en/pub/jobs/issue/90855/1623655>