

# ITSM RAG Agent - FAQ Guide

## **Q1: I am not able to login to my PC. What should I do?**

Answer: Ensure your PC is connected to the network, check your username and password, and try restarting your machine. If the problem persists, contact IT support.

## **Q2: How to reset my password?**

Answer: Use the self-service portal or password reset tool. Verify your identity, follow the prompts, and set a new password.

## **Q3: How can I login to my email account?**

Answer: Open your email client or web portal, enter your credentials, and follow any multi-factor authentication steps if required.

## **Q4: I am unable to access a specific application. How to resolve this?**

Answer: Check if the application is installed correctly, verify network connectivity, and confirm that you have the required permissions.

## **Q5: How to request software installation?**

Answer: Submit a request via the ITSM portal including software name, version, OS, and business justification. The request will be routed for approval.

## **Q6: How can I check the status of my IT support ticket?**

Answer: Provide your ticket ID to the RAG agent or check the ITSM portal to view current status, assigned technician, and updates.

## **Q7: My system is running slow. What should I do?**

Answer: Close unnecessary programs, restart your machine, check for updates, and run antivirus scans. Contact IT support if issue persists.

## **Q8: How can I connect to the corporate VPN?**

Answer: Use the official VPN client, enter your credentials, and follow any multi-factor authentication. For setup issues, contact IT support.

## **Q9: How do I access shared drives?**

Answer: Ensure network connectivity, permissions to the shared drive, and map the drive on your system. Contact IT support for access issues.

**Q10: Who to contact for urgent system outages?**

Answer: Immediately notify the IT operations team via the hotline or ITSM portal for critical incidents.