Incident List

Report Title:

Incident List

Run Date and Time:

2023-08-28 11:22:03 Pacific Daylight Time

Run by:

Yuqi Zhou

Table name:

incident

Sort Order:

Number in descending order

List truncated, max rows (1,000) exceeded 1000 Incidents   Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9999902 2021-05-06 23:13:41

I need assistance setting up my email

5 - Planning

Resolved

Inquiry / Help

Software

2023-08-28 11:05:07

mohamedno ur.fagir@snc

INC9999866 2021-05-17 19:54:53

my computer is being slow

5 - Planning

Closed

Hardware

Hardware

2021-05-20 04:50:53

demo

INC9999825 2021-03-21 12:50:35

I am unable to set up email on my mobile

5 - Planning

Closed

Inquiry / Help

Software

2021-03-22 12:42:35

demo

INC9998848 2021-04-11 22:40:44

issues connecting to network

1 - Critical

Closed

Network

ITSM Engineering

2021-04-15 03:55:44

demo

INC9998074 2021-03-10 12:31:52

make new password

5 - Planning

Resolved

Inquiry / Help

Service Desk

2023-08-28 11:05:27

mohamedno ur.fagir@snc

INC9996606 2021-03-05 17:42:03

please add name to [DISTRIBUT ION] distribution list

5 - Planning

Resolved

Inquiry / Help

Service Desk

2023-08-28 11:05:33

mohamedno ur.fagir@snc

INC9995546 2021-05-04 13:26:56

frozen computer

5 - Planning

Closed

Hardware

Hardware

2021-05-09 01:04:56

demo

INC9994408 2021-05-15 10:55:34

how to use a vpn

5 - Planning

Closed

Network

ITSM Engineering

2021-05-19 21:55:34

demo

INC9993487 2021-05-11 16:22:12

I cant open emails

3 - Moderate Closed

Software

Software

2021-05-15 15:42:12

demo

INC9993253 2021-04-29 22:41:32

Reset paddword

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-04 16:05:32

demo

INC9992845 2021-05-13 12:35:13

setup my email client

5 - Planning

Closed

Inquiry / Help

Software

2021-05-16 07:06:13

demo

INC9992026 2021-04-18 03:42:56

how do I print to

5 - Planning

Closed

Hardware

Service Desk

2021-04-19 12:27:56

demo

INC9991319 2021-04-23 19:35:40

slow laptop

4 - Low

Closed

Hardware

Hardware

2021-04-24 08:09:40

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9991212 2021-03-18 05:30:14

How do I manage distribution list?

5 - Planning

Resolved

Inquiry / Help

Service Desk

2023-08-28 11:05:38

mohamedno ur.fagir@snc

INC9991181 2021-05-08 22:00:59

the printer isn't working I can't print

2 - High

In Progress

Hardware

Service Desk

2021-05-09 00:00:59

demo

INC9989754 2021-05-13 00:24:42

need to amend the distribution list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-16 06:42:42

demo

INC9989159 2021-04-18 05:50:41

I'm having issues with my vpn

5 - Planning

Resolved

Network

ITSM Engineering

2023-08-28 11:05:42

mohamedno ur.fagir@snc

INC9988132 2021-05-15 15:40:23

My printer is having problems.

2 - High

Closed

Hardware

Service Desk

2021-05-16 06:40:23

demo

INC9988101 2021-04-12 13:17:23

What do I use for my password in Vpn

2 - High

Closed

Network

ITSM Engineering

2021-04-17 01:42:23

demo

INC9986890 2021-05-14 14:25:01

the printer will not work

2 - High

In Progress

Hardware

Service Desk

2021-05-15 01:37:01

demo

INC9986097 2021-03-23 18:39:01

the printer is having issues

5 - Planning

Closed

Hardware

Service Desk

2021-03-27 04:33:01

demo

INC9984830 2021-03-26 03:05:53

I'm having issues with my email on my ph

2 - High

Closed

Software

Software

2021-03-30 08:15:53

demo

INC9983721 2021-03-31 22:33:54

set up phone email

4 - Low

Closed

Inquiry / Help

Software

2021-04-04 19:26:54

demo

INC9983089 2021-05-18 18:11:43

help with setup for email

5 - Planning

In Progress

Inquiry / Help

Software

2021-05-19 04:08:43

demo

INC9982713 2021-05-19 04:34:13

My VPN is slow

2 - High

Closed

Network

ITSM Engineering

2021-05-21 13:35:13

demo

INC9982484 2021-05-07 18:46:21

I cannot find the printer

1 - Critical

In Progress

Hardware

Service Desk

2021-05-07 20:00:21

demo

INC9982275 2021-05-09 10:25:43

VPN connection is broken in my iphone

1 - Critical

Closed

Network

ITSM Engineering

2021-05-13 03:59:43

demo

INC9982224 2021-05-04 10:45:58

How do you reset your password?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-06 09:09:58

demo

INC9982175 2021-04-19 09:48:43

email list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-20 18:25:43

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Page 3

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9981857 2021-03-04 23:55:57

How can I get email setup

5 - Planning

Closed

Inquiry / Help

Software

2021-03-09 06:16:57

demo

INC9981163 2021-03-22 22:45:55

I forgot my alico password

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-26 13:29:55

demo

INC9981018 2021-02-21 03:10:23

I have troubles with my email

3 - Moderate Closed

Software

Software

2021-02-25 06:12:23

demo

INC9980123 2021-03-22 01:57:09

hey my computer is running really slow

5 - Planning

Closed

Hardware

Hardware

2021-03-26 10:23:09

demo

INC9979378 2021-05-10 04:56:36

I think my computer has reached its maximum RAM capacity

4 - Low

Closed

Hardware

Hardware

2021-05-14 19:18:36

demo

INC9978838 2021-05-15 12:38:32

remove from distribution

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-05-19 06:08:32

demo

INC9977949 2021-05-03 05:09:20

How do I change my password

5 - Planning

In Progress

Inquiry / Help

Service Desk

2021-05-03 05:50:20

demo

INC9977520 2021-05-06 00:13:30

how do I fix VPN?

1 - Critical

Closed

Network

ITSM Engineering

2021-05-07 20:40:30

demo

INC9976707 2021-05-01 20:54:28

What are the default settings for email setup?

1 - Critical

Closed

Inquiry / Help

Software

2021-05-03 19:14:28

demo

INC9976279 2021-05-02 09:41:20

My computer is being slow and I don't know why

5 - Planning

Resolved

Hardware

Hardware

2023-08-28 11:05:47

mohamedno ur.fagir@snc

INC9975527 2021-03-16 11:28:03

I cannot receive emails

5 - Planning

Closed

Software

Software

2021-03-18 21:20:03

demo

INC9975444 2021-05-15 23:20:32

How do I manage distribution list?

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-19 16:58:32

demo

INC9975248 2021-04-29 19:51:19

how to set up email on mac

3 - Moderate Closed

Inquiry / Help

Software

2021-05-03 13:27:19

demo

INC9973718 2021-04-09 04:03:56

add to dist list

5 - Planning

Inquiry / Help

Service Desk

2021-04-13 17:28:56

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

Closed

Hardware

Hardware

2021-05-01 01:39:42

demo

INC9973234 2021-04-28 18:21:42

what is my computer's speed

5 - Planning

INC9973036 2021-05-11 05:36:46

Remove xyz@abc.co m from dev auth distribution list

3 - Moderate In Progress

Inquiry / Help

Service Desk

2021-05-11 15:16:46

demo

INC9972861 2021-05-14 06:33:26

The printer is jammed

4 - Low

Closed

Hardware

Service Desk

2021-05-17 00:49:26

demo

INC9972352 2021-04-20 14:36:35

I have a printer problem

1 - Critical

Closed

Hardware

Service Desk

2021-04-25 00:25:35

demo

INC9971816 2021-02-22 11:06:32

remove a user from an email list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-02-26 13:01:32

demo

INC9971796 2021-05-03 01:21:46

Tell me how to troubleshoot printer issues

5 - Planning

Resolved

Hardware

Service Desk

2023-08-28 11:05:50

mohamedno ur.fagir@snc

INC9971197 2021-05-06 00:38:15

my VPN connectivity is down

2 - High

Closed

Network

ITSM Engineering

2021-05-06 10:18:15

demo

INC9971141 2021-04-30 11:59:33

pc email setup

3 - Moderate Closed

Inquiry / Help

Software

2021-05-02 09:41:33

demo

INC9970221 2021-05-18 14:18:49

I have troubles with my email

1 - Critical

Closed

Software

Software

2021-05-21 22:12:49

demo

INC9969733 2021-03-18 17:47:38

I'm having trouble with the printer.

2 - High

Closed

Hardware

Service Desk

2021-03-23 13:41:38

demo

INC9969525 2021-05-16 07:47:36

For email mahesh@ab c.com reset the password

5 - Planning

In Progress

Inquiry / Help

Service Desk

2021-05-16 14:22:36

demo

INC9968679 2021-05-19 23:58:42

I'm having trouble with the printer.

1 - Critical

In Progress

Hardware

Service Desk

2021-05-20 01:42:42

demo

INC9968532 2021-04-11 20:20:59

Help me setup my email

2 - High

Closed

Inquiry / Help

Software

2021-04-11 22:42:59

demo

INC9967908 2021-03-26 12:16:24

How do I fix the printer?

4 - Low

Closed

Hardware

Service Desk

2021-03-28 10:23:24

demo

INC9967301 2021-05-14 00:41:38

my laptop is slow

4 - Low

Closed

Hardware

Hardware

2021-05-15 18:22:38

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 5

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9967279 2021-03-19 12:45:33

there is an issue with the printer

5 - Planning

Resolved

Hardware

Service Desk

2023-08-28 11:05:54

mohamedno ur.fagir@snc

INC9967013 2021-05-14 16:13:46

My computer is too slow.

5 - Planning

Resolved

Hardware

Hardware

2023-08-28 11:06:12

mohamedno ur.fagir@snc

INC9966927 2021-02-15 16:18:56

email distribution

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-02-20 12:42:56

demo

INC9966638 2021-03-31 11:37:38

Search for my key

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-31 20:14:38

demo

INC9966440 2021-05-16 05:21:31

I have issues with setting up my email

2 - High

Closed

Inquiry / Help

Software

2021-05-17 00:17:31

demo

INC9966235 2021-05-04 19:37:49

Who can help me setup my email?

2 - High

Closed

Inquiry / Help

Software

2021-05-05 03:09:49

demo

INC9966096 2021-04-13 23:51:35

why does my VPN not work?

5 - Planning

Resolved

Network

ITSM Engineering

2023-08-28 11:06:16

mohamedno ur.fagir@snc

INC9965782 2021-03-01 09:24:57

I'm having trouble with email on my phon

5 - Planning

Resolved

Software

Software

2023-08-28 11:05:57

mohamedno ur.fagir@snc

INC9965588 2021-04-15 17:16:01

remove from distribution

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-20 14:53:01

demo

INC9965394 2021-04-09 03:23:17

the printer won't print

1 - Critical

Closed

Hardware

Service Desk

2021-04-13 13:37:17

demo

INC9964906 2021-03-01 13:07:57

VPN access article

1 - Critical

Closed

Network

ITSM Engineering

2021-03-05 08:17:57

demo

INC9964796 2021-04-07 06:31:27

How to install printers

3 - Moderate Closed

Hardware

Service Desk

2021-04-11 08:57:27

demo

INC9964360 2021-02-23 08:38:04

Issues with my printer

1 - Critical

Hardware

Service Desk

2021-02-25 07:04:04

demo

INC9964272 2021-05-15 17:50:03

VPN not connecting

3 - Moderate In Progress

Network

ITSM Engineering

2021-05-16 00:33:03

demo

INC9963687 2021-04-01 02:06:22

Is there a way that I can reset my password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-05 03:41:22

demo

INC9963029 2021-03-17 16:32:32

vpn connect

1 - Critical

Closed

Network

ITSM Engineering

2021-03-19 18:53:32

demo

INC9963017 2021-03-10 03:39:54

I cannot send emails

3 - Moderate Closed

Software

Software

2021-03-12 02:48:54

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9962390 2021-05-08 09:01:19

How do I set up email on my phone

5 - Planning

Closed

Inquiry / Help

Software

2021-05-08 14:56:19

demo

INC9961987 2021-05-01 04:31:14

I need to change my distribution lists

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-05-05 16:16:14

demo

INC9961941 2021-04-03 17:28:09

change a distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-04 19:08:09

demo

INC9961777 2021-03-18 10:22:30

configuring my email

3 - Moderate Closed

Inquiry / Help

Software

2021-03-20 05:49:30

demo

INC9961413 2021-05-04 11:01:44

Help me connect to VPN

2 - High

In Progress

Network

ITSM Engineering

2021-05-04 20:20:44

demo

INC9960501 2021-04-13 09:26:02

my email is down

1 - Critical

Closed

Software

Software

2021-04-17 01:05:02

demo

INC9960471 2021-03-31 21:48:49

device email

3 - Moderate Closed

Inquiry / Help

Software

2021-04-05 01:30:49

demo

INC9959598 2021-05-17 04:31:20

my computer keeps freezing

1 - Critical

Closed

Hardware

Hardware

2021-05-17 21:01:20

demo

INC9959544 2021-03-25 07:34:55

What is the VPN?

2 - High

Closed

Network

ITSM Engineering

2021-03-29 21:51:55

demo

INC9959209 2021-02-19 15:23:51

who is a member of dl

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-02-20 18:40:51

demo

INC9958844 2021-05-12 17:03:28

Why does the printer on floor 7 all screwy?

2 - High

Closed

Hardware

Service Desk

2021-05-14 16:50:28

demo

INC9958586 2021-05-15 22:58:02

Search for my key

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-20 01:02:02

demo

INC9958021 2021-05-07 00:32:24

remove from dist list

5 - Planning

Resolved

Inquiry / Help

Service Desk

2023-08-28 11:06:02

mohamedno ur.fagir@snc

INC9957926 2021-03-02 09:53:31

help me with the printer

1 - Critical

Closed

Hardware

Service Desk

2021-03-02 22:40:31

demo

INC9957410 2021-05-03 10:01:55

I am getting an error when I try and print

5 - Planning

Resolved

Hardware

Service Desk

2023-08-28 11:06:06

mohamedno ur.fagir@snc

INC9956773 2021-03-01 16:53:16

email on android

5 - Planning

Closed

Inquiry / Help

Software

2021-03-02 22:25:16

demo

INC9956709 2021-04-26 12:42:50

device email

5 - Planning

Closed

Inquiry / Help

Software

2021-04-28 00:40:50

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9956171 2021-02-21 08:23:24

Troubleshoo t email issue

4 - Low

Closed

Software

Software

2021-02-22 03:26:24

demo

INC9956107 2021-03-11 08:23:36

updating distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-16 04:12:36

demo

INC9955572 2021-03-27 07:14:21

set up email

5 - Planning

Closed

Inquiry / Help

Software

2021-03-31 09:15:21

demo

INC9954952 2021-04-17 20:53:53

Email Troublshooti ng

4 - Low

Closed

Software

Software

2021-04-18 16:37:53

demo

INC9953903 2021-04-30 04:09:08

How do you reset your password?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-01 11:44:08

demo

INC9953229 2021-05-14 07:31:19

can't connect

2 - High

Closed

Network

ITSM Engineering

2021-05-18 09:04:19

demo

INC9953109 2021-02-28 15:15:10

help with distribution list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-03 15:23:10

demo

INC9953060 2021-05-04 08:05:01

What is the SMTP server host?

3 - Moderate In Progress

Software

Software

2021-05-04 12:32:01

demo

INC9952926 2021-04-20 04:08:54

how do I fix my email issue?

3 - Moderate Closed

Software

Software

2021-04-22 23:24:54

demo

INC9952752 2021-05-07 04:33:37

i want to create a new password

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-11 13:57:37

demo

INC9951488 2021-05-07 11:33:22

my computer got hanged up

2 - High

Closed

Hardware

Hardware

2021-05-08 11:23:22

demo

INC9951417 2021-05-15 21:04:42

can't connect to vpn on my computer

3 - Moderate Closed

Network

ITSM Engineering

2021-05-16 03:01:42

demo

INC9950722 2021-03-17 22:59:20

remove from dist list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-17 23:36:20

demo

INC9950407 2021-05-17 07:51:53

How do I manage a DL?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-19 13:52:53

demo

INC9949995 2021-05-09 21:19:32

What can I do if my computer is slow?

3 - Moderate Closed

Hardware

Hardware

2021-05-11 17:14:32

demo

INC9949509 2021-03-13 05:53:52

My Computer is slow and i need to file a

5 - Planning

Hardware

Hardware

2021-03-13 16:30:52

demo

Closed

Short descri Caller ption

Priority

State

Category

INC9948295 2021-03-08 16:27:58

printers

1 - Critical

Closed

Hardware

Service Desk

2021-03-08 18:18:58

demo

INC9948155 2021-05-05 02:02:40

configuring my email

2 - High

Closed

Inquiry / Help

Software

2021-05-05 13:53:40

demo

INC9947623 2021-04-09 11:25:00

can't access VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-04-13 19:25:00

demo

INC9947567 2021-03-06 18:25:55

printers out of toner

1 - Critical

Closed

Hardware

Service Desk

2021-03-07 11:57:55

demo

INC9947009 2021-03-26 02:44:27

vpn connect

5 - Planning

Closed

Network

ITSM Engineering

2021-03-30 01:56:27

demo

INC9946747 2021-04-15 13:53:57

How can I make a printer work again?

1 - Critical

Closed

Hardware

Service Desk

2021-04-17 17:49:57

demo

INC9945893 2021-04-20 18:50:49

email does not work

4 - Low

Closed

Software

Software

2021-04-22 17:09:49

demo

INC9945813 2021-03-13 02:48:14

VPN connectivity

4 - Low

Closed

Network

ITSM Engineering

2021-03-17 20:11:14

demo

INC9945365 2021-05-16 11:44:52

I need a new password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-20 19:24:52

demo

INC9943902 2021-04-11 15:48:46

please send me a password reset link

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-14 03:51:46

demo

INC9943687 2021-03-07 19:14:03

forgot my password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-11 15:18:03

demo

INC9943168 2021-05-12 01:59:35

I don't have access to the internal network

2 - High

Closed

Network

ITSM Engineering

2021-05-15 18:55:35

demo

INC9942902 2021-02-23 23:44:01

I am having problems with my computer

3 - Moderate Closed

Hardware

Hardware

2021-02-27 09:06:01

demo

INC9942820 2021-05-04 22:31:23

My computer is slow please help me.

1 - Critical

Closed

Hardware

Hardware

2021-05-07 04:29:23

demo

INC9942422 2021-04-23 06:32:26

my computer is really slow

5 - Planning

Closed

Hardware

Hardware

2021-04-25 22:11:26

demo

INC9941529 2021-04-28 23:21:05

my computer is slow help me

5 - Planning

Closed

Hardware

Hardware

2021-05-02 11:18:05

demo

INC9941476 2021-02-24 12:03:35

Request Distrubution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-02-24 18:18:35

demo

  Number

Opened

Run By : Yuqi Zhou

Assignment Assigned to Updated group

Updated by

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9940298 2021-05-09 13:06:35

email on my phone

4 - Low

In Progress

Inquiry / Help

Software

2021-05-09 15:32:35

demo

INC9940260 2021-04-23 07:09:04

need to remove users from distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-26 09:18:04

demo

INC9939209 2021-05-14 12:57:20

printer problem

2 - High

In Progress

Hardware

Service Desk

2021-05-14 13:30:20

demo

INC9938279 2021-03-04 10:41:43

My VPN isn't working

4 - Low

Closed

Network

ITSM Engineering

2021-03-06 07:50:43

demo

INC9937736 2021-04-06 05:43:09

remove users to distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-08 13:34:09

demo

INC9937544 2021-05-16 23:10:03

forgot password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-18 07:56:03

demo

INC9936417 2021-03-29 03:02:06

Let me manage the distribution list.

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-31 14:27:06

demo

INC9935813 2021-03-20 10:17:42

I don't have access to the internal network

2 - High

Closed

Network

ITSM Engineering

2021-03-22 07:34:42

demo

INC9935483 2021-03-26 09:32:24

I couldn't connect to my printer

2 - High

Closed

Hardware

Service Desk

2021-03-27 00:03:24

demo

INC9934727 2021-03-27 05:45:52

I want to add a user

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-28 13:48:52

demo

INC9933871 2021-03-31 08:20:06

how to get vpn access

2 - High

Closed

Network

ITSM Engineering

2021-04-02 03:37:06

demo

INC9933848 2021-04-20 11:25:54

Remove xyz@abc.co m from dev auth distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-22 05:25:54

demo

INC9933608 2021-05-17 03:23:17

reset my corporate password

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-17 04:30:17

demo

INC9931089 2021-04-02 02:50:46

remove from email group

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-04 19:45:46

demo

INC9930324 2021-03-30 21:51:14

printer error message

5 - Planning

Closed

Hardware

Service Desk

2021-04-01 13:21:14

demo

INC9929886 2021-02-28 17:00:43

system is running slow

1 - Critical

Closed

Hardware

Hardware

2021-03-04 04:20:43

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

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Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9929501 2021-05-16 19:25:32

Tell me the email server's host address

5 - Planning

In Progress

Inquiry / Help

Software

2021-05-16 20:06:32

demo

INC9929351 2021-04-02 01:05:47

i'm unable to print

4 - Low

Closed

Hardware

Service Desk

2021-04-06 16:47:47

demo

INC9928719 2021-03-08 06:14:13

How to connect to VPN issues connecting with VPN

2 - High

Closed

Network

ITSM Engineering

2021-03-10 19:00:13

demo

INC9927908 2021-04-15 12:16:23

there is an issue with my computer

3 - Moderate Closed

Hardware

Hardware

2021-04-18 03:32:23

demo

INC9927288 2021-05-19 05:33:44

Why is my computer so slow

4 - Low

Closed

Hardware

Hardware

2021-05-21 02:06:44

demo

INC9927254 2021-04-30 15:38:09

how to fix VPN

1 - Critical

Closed

Network

ITSM Engineering

2021-05-05 02:42:09

demo

INC9927086 2021-05-05 09:44:54

New password please

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-09 13:41:54

demo

INC9926864 2021-04-09 19:10:11

i cant connect to the VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-04-13 19:25:11

demo

INC9926847 2021-03-15 04:26:06

printer needs toner

1 - Critical

Closed

Hardware

Service Desk

2021-03-17 15:28:06

demo

INC9926439 2021-03-04 12:17:10

i want to create a new password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-05 08:42:10

demo

INC9925956 2021-04-19 05:10:35

How do I troubleshoot printer issues

3 - Moderate Closed

Hardware

Service Desk

2021-04-19 07:18:35

demo

INC9925330 2021-05-18 09:42:14

Vpn Policy server is not allowing me to connect to the network

4 - Low

Closed

Network

ITSM Engineering

2021-05-18 22:41:14

demo

INC9925313 2021-05-06 14:48:43

Who to call if the printer isn't working

5 - Planning

Closed

Hardware

Service Desk

2021-05-07 09:18:43

demo

INC9924246 2021-03-08 06:37:07

How to setup VPN

5 - Planning

Closed

Network

ITSM Engineering

2021-03-11 03:29:07

demo

INC9923608 2021-02-27 16:45:25

I need help with a printer

4 - Low

Closed

Hardware

Service Desk

2021-03-03 22:34:25

demo

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Incident List

  Number

Page 11

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Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9923566 2021-03-10 15:46:04

Trouble with VPN connection

1 - Critical

Closed

Network

ITSM Engineering

2021-03-14 11:34:04

demo

INC9923080 2021-04-26 12:53:02

create incident

5 - Planning

Closed

Hardware

Hardware

2021-04-27 18:28:02

demo

INC9921013 2021-03-22 08:07:46

computer running slow

1 - Critical

Closed

Hardware

Hardware

2021-03-24 12:35:46

demo

INC9920902 2021-05-17 23:55:39

issues receiving emails

3 - Moderate In Progress

Software

Software

2021-05-18 02:38:39

demo

INC9920265 2021-04-23 08:52:52

my computer keeps freezing

3 - Moderate Closed

Hardware

Hardware

2021-04-26 01:34:52

demo

INC9920047 2021-04-17 21:44:28

Am I connected to a VPN?

1 - Critical

Closed

Network

ITSM Engineering

2021-04-22 14:35:28

demo

INC9919808 2021-05-13 18:50:09

my computer keeps crashing

1 - Critical

Closed

Hardware

Hardware

2021-05-16 05:30:09

demo

INC9917980 2021-05-05 01:27:20

my computer is not working correctly

3 - Moderate Closed

Hardware

Hardware

2021-05-06 17:52:20

demo

INC9917528 2021-03-08 18:54:29

I need to make changes to the distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-10 04:56:29

demo

INC9917511 2021-04-26 08:49:56

please add name to [DISTRIBUT ION] distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-30 06:13:56

demo

INC9916555 2021-03-11 19:03:30

How do I fix the printer?

4 - Low

Closed

Hardware

Service Desk

2021-03-12 20:27:30

demo

INC9916246 2021-02-20 11:30:01

Not receiving email on my mobile

5 - Planning

Closed

Software

Software

2021-02-23 00:34:01

demo

INC9915254 2021-04-01 15:27:46

VPN connection problem

1 - Critical

Closed

Network

ITSM Engineering

2021-04-03 04:44:46

demo

INC9914893 2021-02-23 17:42:23

email setup

1 - Critical

Closed

Inquiry / Help

Software

2021-02-28 06:22:23

demo

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Incident List

 Number

Page 12

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Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Closed

Inquiry / Help

Service Desk

2021-05-16 10:20:37

demo

Updated by

INC9914596 2021-05-16 09:34:37

forgot my password

4 - Low

INC9913875 2021-04-16 13:48:46

prtinter issues

3 - Moderate Closed

Hardware

Service Desk

2021-04-16 23:15:46

demo

INC9913433 2021-05-07 10:44:30

Why does the printer on floor 7 all screwy?

3 - Moderate Closed

Hardware

Service Desk

2021-05-09 12:53:30

demo

INC9913217 2021-05-10 23:55:58

How do i set up email on my personal devices>?

4 - Low

Closed

Inquiry / Help

Software

2021-05-13 11:06:58

demo

INC9913072 2021-04-11 20:07:33

computer issue

4 - Low

Closed

Hardware

Hardware

2021-04-14 01:30:33

demo

INC9912288 2021-04-08 00:58:55

change password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-10 10:15:55

demo

INC9911067 2021-03-30 05:44:18

Please help me reset my password

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-02 13:47:18

demo

INC9909670 2021-04-11 15:59:30

How to add or remover users on a distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-12 05:11:30

demo

INC9909106 2021-05-04 00:35:44

how to reset password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-07 21:30:44

demo

INC9908664 2021-02-18 19:49:56

my computer is performing slowly

5 - Planning

Closed

Hardware

Hardware

2021-02-20 05:21:56

demo

INC9908607 2021-05-04 20:46:03

I need help with my network

1 - Critical

Closed

Network

ITSM Engineering

2021-05-09 17:32:03

demo

INC9907939 2021-05-03 16:34:19

how to install email application

1 - Critical

Closed

Inquiry / Help

Software

2021-05-06 00:59:19

demo

INC9907435 2021-05-10 14:41:54

I need help setting up my email on my desktop

1 - Critical

Closed

Inquiry / Help

Software

2021-05-12 09:11:54

demo

INC9906912 2021-04-19 23:37:52

printer is having issues

3 - Moderate Closed

Hardware

Service Desk

2021-04-20 01:06:52

demo

INC9906768 2021-04-24 22:16:14

connectivity

5 - Planning

Closed

Network

ITSM Engineering

2021-04-26 20:59:14

demo

INC9906322 2021-04-07 14:54:52

printer not working

3 - Moderate Closed

Hardware

Service Desk

2021-04-11 12:19:52

demo

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Incident List

 Number

Page 13

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Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9906316 2021-05-13 12:57:26

Can you help me setup my email account?

2 - High

In Progress

Inquiry / Help

Software

2021-05-13 13:11:26

demo

INC9906282 2021-05-07 07:46:05

Printer isn't working

4 - Low

Closed

Hardware

Service Desk

2021-05-09 08:00:05

demo

INC9904443 2021-03-19 02:43:39

printer is not working

3 - Moderate Closed

Hardware

Service Desk

2021-03-19 05:14:39

demo

INC9903928 2021-05-16 22:41:40

outlook is hosed

4 - Low

Software

Software

2021-05-17 04:43:40

demo

INC9902894 2021-05-12 14:41:44

My computer is acting weird

3 - Moderate Closed

Hardware

Hardware

2021-05-13 16:15:44

demo

INC9902752 2021-05-06 15:34:06

How do I reset my pw

1 - Critical

In Progress

Inquiry / Help

Service Desk

2021-05-06 17:28:06

demo

INC9902707 2021-03-27 17:23:28

setup email on my phone

2 - High

Closed

Inquiry / Help

Software

2021-03-28 16:28:28

demo

INC9902565 2021-03-13 19:18:19

What do I do if my computer is slow

5 - Planning

Closed

Hardware

Hardware

2021-03-16 06:33:19

demo

INC9902078 2021-03-06 08:24:02

please add name to [DISTRIBUT ION] distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-09 14:57:02

demo

INC9901187 2021-03-19 16:32:10

Issues with my computer

4 - Low

Closed

Hardware

Hardware

2021-03-20 05:46:10

demo

INC9901157 2021-05-18 08:09:10

There is something wrong with the printer.

3 - Moderate In Progress

Hardware

Service Desk

2021-05-18 14:40:10

demo

INC9900697 2021-04-06 05:06:57

weird things happening with email

1 - Critical

Closed

Software

Software

2021-04-07 14:45:57

demo

INC9900350 2021-04-05 23:19:23

Manage distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-07 18:33:23

demo

INC9898135 2021-05-10 09:48:25

my computer is taking a long time to load applications

3 - Moderate Closed

Hardware

Hardware

2021-05-10 10:30:25

demo

Run By : Yuqi Zhou

In Progress

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 14

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Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9897000 2021-05-15 09:06:36

printer not turning on

3 - Moderate In Progress

Hardware

Service Desk

2021-05-15 12:32:36

demo

INC9896996 2021-03-08 12:10:52

email problem

2 - High

Closed

Software

Software

2021-03-09 19:05:52

demo

INC9896987 2021-04-11 23:38:09

email on phone

3 - Moderate Closed

Inquiry / Help

Software

2021-04-16 20:43:09

demo

INC9896308 2021-05-13 07:30:55

computer running too slow

2 - High

Closed

Hardware

Hardware

2021-05-14 22:46:55

demo

INC9896080 2021-03-03 20:30:29

how to set up email on cell phone

2 - High

Closed

Inquiry / Help

Software

2021-03-07 17:25:29

demo

INC9895264 2021-02-18 02:14:21

unable to receive emails

3 - Moderate Closed

Software

Software

2021-02-21 23:54:21

demo

INC9894546 2021-05-13 10:39:30

Request Distrubution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-16 15:38:30

demo

INC9894248 2021-05-08 21:57:10

My computer is too slow

2 - High

Closed

Hardware

Hardware

2021-05-10 17:31:10

demo

INC9893190 2021-04-05 10:07:59

email broken

1 - Critical

Closed

Software

Software

2021-04-09 20:47:59

demo

INC9892606 2021-04-20 22:21:40

printers out of toner

3 - Moderate Closed

Hardware

Service Desk

2021-04-21 23:52:40

demo

INC9892385 2021-03-07 12:35:33

Please help me setup my email

1 - Critical

Closed

Inquiry / Help

Software

2021-03-08 13:23:33

demo

INC9892287 2021-05-12 22:27:27

I'm having trouble with my email

3 - Moderate Closed

Software

Software

2021-05-16 18:39:27

demo

INC9892154 2021-05-05 11:12:39

Tell me the email server

3 - Moderate Closed

Inquiry / Help

Software

2021-05-07 14:02:39

demo

INC9891537 2021-02-22 17:58:39

computer too slow

2 - High

Closed

Hardware

Hardware

2021-02-23 07:13:39

demo

INC9891435 2021-05-09 10:43:07

my laptop is slow

5 - Planning

Closed

Hardware

Hardware

2021-05-09 16:53:07

demo

INC9891279 2021-05-06 09:28:15

I am having trouble with the printer.

2 - High

Closed

Hardware

Service Desk

2021-05-07 08:09:15

demo

INC9890906 2021-05-13 04:21:17

I need help with my vpn

3 - Moderate Closed

Network

ITSM Engineering

2021-05-15 10:11:17

demo

INC9890850 2021-05-16 23:56:23

I need to add or remove people from my DL

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-19 23:04:23

demo

Run By : Yuqi Zhou

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Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9890582 2021-05-03 19:08:48

I get this weird error message when I download email

2 - High

Closed

Software

Software

2021-05-08 03:04:48

demo

INC9890396 2021-03-17 17:49:36

I am having issues with my computer running slowly

3 - Moderate Closed

Hardware

Hardware

2021-03-18 14:40:36

demo

INC9889300 2021-03-19 22:43:40

how do I set up email on my iphone

1 - Critical

Closed

Inquiry / Help

Software

2021-03-24 06:02:40

demo

INC9888158 2021-03-30 09:49:26

Can you support me for setting up my email

3 - Moderate Closed

Inquiry / Help

Software

2021-03-31 10:29:26

demo

INC9887151 2021-05-08 05:25:23

system performace slow

5 - Planning

In Progress

Hardware

Hardware

2021-05-08 07:31:23

demo

INC9886549 2021-03-28 09:06:37

unable to login

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-31 20:52:37

demo

INC9886293 2021-04-15 16:34:53

remove from dist list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-16 11:12:53

demo

INC9886184 2021-05-16 06:50:32

How to set up my email?

3 - Moderate Closed

Inquiry / Help

Software

2021-05-21 05:09:32

demo

INC9885330 2021-03-19 08:25:32

vpn error

2 - High

Closed

Network

ITSM Engineering

2021-03-23 19:30:32

demo

INC9884508 2021-05-03 00:40:38

unable to login

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-04 20:24:38

demo

INC9884463 2021-02-27 07:19:32

I want to reset my password

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-01 01:02:32

demo

INC9883424 2021-05-06 11:55:44

how do I fix my VPN?

1 - Critical

Closed

Network

ITSM Engineering

2021-05-11 03:37:44

demo

INC9882782 2021-05-01 02:48:09

password change

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-03 15:10:09

demo

INC9882164 2021-03-26 19:10:09

reset email

1 - Critical

Closed

Inquiry / Help

Software

2021-03-26 22:03:09

demo

INC9881986 2021-03-17 22:30:02

Manage a dist list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-18 09:37:02

demo

INC9881918 2021-03-09 23:09:12

open email ticket

4 - Low

Software

Software

2021-03-12 01:22:12

demo

Run By : Yuqi Zhou

Closed

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Incident List

 Number

Page 16

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Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9881794 2021-05-19 09:58:55

I need assistance setting up my email

5 - Planning

In Progress

Inquiry / Help

Software

2021-05-19 17:20:55

demo

INC9881076 2021-05-10 06:50:17

Who can help me print?

2 - High

In Progress

Hardware

Service Desk

2021-05-10 18:50:17

demo

INC9880800 2021-04-23 19:56:40

my password wont work

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-27 04:02:40

demo

INC9880469 2021-05-15 06:42:02

I need to add someone to a dl

2 - High

In Progress

Inquiry / Help

Service Desk

2021-05-15 14:00:02

demo

INC9879957 2021-03-19 20:09:39

please help me with my slow computer

5 - Planning

Closed

Hardware

Hardware

2021-03-24 04:48:39

demo

INC9879938 2021-02-23 06:26:59

how do i set up email on my pc

5 - Planning

Closed

Inquiry / Help

Software

2021-02-27 22:41:59

demo

INC9879902 2021-05-13 02:57:20

where do I configure outlook

2 - High

Closed

Inquiry / Help

Software

2021-05-16 10:07:20

demo

INC9879228 2021-04-18 00:26:35

How do I use a VPN?

2 - High

Closed

Network

ITSM Engineering

2021-04-23 00:24:35

demo

INC9879200 2021-05-16 00:10:38

I am having VPN issues

1 - Critical

In Progress

Network

ITSM Engineering

2021-05-16 03:47:38

demo

INC9878737 2021-05-17 14:30:24

I want to manage the distributions list

1 - Critical

In Progress

Inquiry / Help

Service Desk

2021-05-18 01:43:24

demo

INC9878530 2021-03-25 21:02:37

pc email setup

3 - Moderate Closed

Inquiry / Help

Software

2021-03-28 02:56:37

demo

INC9878373 2021-03-26 02:35:42

how can I add an email to the distribution list?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-27 18:18:42

demo

INC9876965 2021-04-02 05:48:23

can't access OWA

4 - Low

Closed

Software

Software

2021-04-05 14:46:23

demo

INC9876857 2021-05-18 02:13:53

I cannot send emails

4 - Low

Closed

Software

Software

2021-05-21 17:25:53

demo

INC9875983 2021-03-13 11:34:43

VPN access

3 - Moderate Closed

Network

ITSM Engineering

2021-03-18 09:23:43

demo

Run By : Yuqi Zhou

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9875766 2021-03-10 23:56:20

please send me a password reset link

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-12 09:17:20

demo

INC9875149 2021-05-05 10:12:39

Show me how to troubleshoot printer issues

3 - Moderate Closed

Hardware

Service Desk

2021-05-05 16:40:39

demo

INC9874764 2021-03-28 02:58:45

my password isnt working

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-29 17:58:45

demo

INC9874521 2021-03-03 04:55:31

How do I configure email on iPhone

3 - Moderate Closed

Inquiry / Help

Software

2021-03-07 23:50:31

demo

INC9874297 2021-02-16 17:40:11

I cannot find the printer

5 - Planning

Closed

Hardware

Service Desk

2021-02-21 07:14:11

demo

INC9874273 2021-05-07 20:16:19

the printer won't print

4 - Low

Closed

Hardware

Service Desk

2021-05-08 16:57:19

demo

INC9873779 2021-04-16 15:33:42

how do i set up email on my mac

3 - Moderate Closed

Inquiry / Help

Software

2021-04-18 23:00:42

demo

INC9872040 2021-03-16 06:22:47

I forgot my password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-18 01:58:47

demo

INC9871697 2021-03-29 08:34:50

where is my new password link?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-01 11:06:50

demo

INC9871632 2021-03-05 10:31:44

How to add or remover users on a distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-07 14:58:44

demo

INC9870514 2021-03-19 01:44:05

Disconnecte d from VPN on my mobile

1 - Critical

Closed

Network

ITSM Engineering

2021-03-19 19:46:05

demo

INC9870263 2021-04-27 17:54:42

I'm having issues with my vpn

1 - Critical

Closed

Network

ITSM Engineering

2021-04-29 14:59:42

demo

INC9868807 2021-05-07 17:01:23

How do I manage a DL?

2 - High

In Progress

Inquiry / Help

Service Desk

2021-05-07 17:28:23

demo

INC9868684 2021-04-28 19:22:09

I'm having issues with my email on my ph

5 - Planning

Closed

Software

Software

2021-04-30 22:59:09

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9868558 2021-05-09 02:22:16

help me set up email on my mobile phone

3 - Moderate In Progress

Inquiry / Help

Software

2021-05-09 11:47:16

demo

INC9867961 2021-04-30 00:20:59

how do I fix my VPN?

3 - Moderate Closed

Network

ITSM Engineering

2021-05-01 14:54:59

demo

INC9867794 2021-05-08 01:09:08

how do I install email?

3 - Moderate Closed

Inquiry / Help

Software

2021-05-08 10:10:08

demo

INC9866589 2021-05-06 15:17:02

I can't connect to my vpn

3 - Moderate Closed

Network

ITSM Engineering

2021-05-10 19:09:02

demo

INC9866123 2021-05-12 12:06:48

printer is not working

3 - Moderate Closed

Hardware

Service Desk

2021-05-13 06:39:48

demo

INC9863998 2021-03-11 15:45:41

troubleshoot vpn

4 - Low

Closed

Network

ITSM Engineering

2021-03-13 02:54:41

demo

INC9863553 2021-05-05 01:23:34

My computer is being slow and I don't know why

4 - Low

In Progress

Hardware

Hardware

2021-05-05 06:42:34

demo

INC9861868 2021-03-04 04:05:50

Tell me how to troubleshoot printer issues

5 - Planning

Closed

Hardware

Service Desk

2021-03-05 00:14:50

demo

INC9861236 2021-04-12 14:07:07

can't print

2 - High

Closed

Hardware

Service Desk

2021-04-16 07:25:07

demo

INC9860951 2021-02-27 14:13:05

Why does the printer on floor 7 all screwy?

5 - Planning

Closed

Hardware

Service Desk

2021-03-03 09:58:05

demo

INC9860446 2021-04-17 18:09:36

I'm unable to receive email

4 - Low

Closed

Software

Software

2021-04-18 14:59:36

demo

INC9860273 2021-05-12 08:18:31

printer does not turn on

4 - Low

In Progress

Hardware

Service Desk

2021-05-12 16:24:31

demo

INC9860136 2021-02-20 06:37:52

My email doesn't work

3 - Moderate Closed

Software

Software

2021-02-24 23:16:52

demo

INC9860016 2021-03-26 11:02:43

how do I reset my password?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-27 12:52:43

demo

INC9858124 2021-05-06 22:18:52

download email on phone

2 - High

In Progress

Inquiry / Help

Software

2021-05-07 02:33:52

demo

INC9857954 2021-05-19 11:29:59

My email has issues

2 - High

Closed

Software

Software

2021-05-21 01:26:59

demo

Run By : Yuqi Zhou

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Incident List

 Number

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Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9856642 2021-04-23 13:41:59

How do I setup VPN?

5 - Planning

Closed

Network

ITSM Engineering

2021-04-26 05:45:59

demo

INC9854333 2021-03-22 21:31:30

how do I set up email on my iphone

2 - High

Closed

Inquiry / Help

Software

2021-03-26 18:44:30

demo

INC9854312 2021-05-16 16:25:34

password reset

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-19 13:37:34

demo

INC9853863 2021-04-04 22:23:09

I need help setting up my email

2 - High

Closed

Inquiry / Help

Software

2021-04-05 20:08:09

demo

INC9853305 2021-03-27 00:25:10

email setup on phone

3 - Moderate Closed

Inquiry / Help

Software

2021-03-28 00:01:10

demo

INC9851722 2021-05-09 10:22:22

help me setup email on my mobile phone

2 - High

Closed

Inquiry / Help

Software

2021-05-13 10:54:22

demo

INC9851563 2021-03-23 22:24:08

configure email

5 - Planning

Closed

Inquiry / Help

Software

2021-03-27 11:31:08

demo

INC9851472 2021-03-16 13:57:48

I want to fix my VPN

1 - Critical

Closed

Network

ITSM Engineering

2021-03-20 05:50:48

demo

INC9851305 2021-03-13 03:43:51

VPN connectivity

3 - Moderate Closed

Network

ITSM Engineering

2021-03-13 14:33:51

demo

INC9850495 2021-03-24 15:03:00

who is a member of dl

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-28 08:28:00

demo

INC9849547 2021-05-18 07:29:04

printer

2 - High

Closed

Hardware

Service Desk

2021-05-21 10:54:04

demo

INC9848792 2021-04-20 07:08:15

VPN is slow or not working during evenings.

5 - Planning

Closed

Network

ITSM Engineering

2021-04-21 10:32:15

demo

INC9848646 2021-03-09 15:13:31

printer is jammed which is blocking me

3 - Moderate Closed

Hardware

Service Desk

2021-03-14 04:27:31

demo

INC9848466 2021-04-17 12:10:53

How do I setup email?

2 - High

Closed

Inquiry / Help

Software

2021-04-22 04:35:53

demo

INC9847293 2021-05-08 20:59:46

can you send me a password reset link

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-09 17:18:46

demo

INC9847126 2021-04-20 09:03:39

my emails are not received

1 - Critical

Closed

Software

Software

2021-04-23 10:35:39

demo

Run By : Yuqi Zhou

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Incident List

  Number

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Opened

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Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9846985 2021-04-30 10:10:23

system unresponsiv e

4 - Low

Closed

Hardware

Hardware

2021-05-05 07:22:23

demo

INC9846423 2021-03-03 04:08:40

create new password

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-07 00:32:40

demo

INC9846380 2021-05-14 09:09:21

help me with the printer

3 - Moderate Closed

Hardware

Service Desk

2021-05-15 08:37:21

demo

INC9845641 2021-05-15 09:09:22

I want to reset my password

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-15 18:52:22

demo

INC9845587 2021-04-21 18:27:47

How do I troubleshoot printer issues

1 - Critical

Closed

Hardware

Service Desk

2021-04-24 02:18:47

demo

INC9844843 2021-02-25 13:59:24

Please help me with my VPN issue

4 - Low

Closed

Network

ITSM Engineering

2021-03-01 00:24:24

demo

INC9844712 2021-03-13 23:58:46

can I remove someone from a distribution list?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-15 13:21:46

demo

INC9844591 2021-03-07 14:14:36

I see email failures

2 - High

Closed

Software

Software

2021-03-08 15:24:36

demo

INC9843802 2021-05-11 07:52:43

I am unable to access my email on my mobile phone.

2 - High

In Progress

Software

Software

2021-05-11 16:34:43

demo

INC9843493 2021-05-14 22:26:34

configuring my email

3 - Moderate Closed

Inquiry / Help

Software

2021-05-18 09:22:34

demo

INC9843419 2021-02-24 11:01:26

I cant print

3 - Moderate Closed

Hardware

Service Desk

2021-02-26 03:56:26

demo

INC9842892 2021-05-11 00:13:05

How do I edit the distribution list?

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-11 00:55:05

demo

INC9841452 2021-04-01 08:13:01

my emails are not received

3 - Moderate Closed

Software

Software

2021-04-02 19:16:01

demo

INC9840628 2021-03-30 14:07:09

add to distribution

5 - Planning

Inquiry / Help

Service Desk

2021-04-03 11:11:09

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9840326 2021-04-22 15:09:10

I can't remember my password to surf can you reset it for me?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-26 01:48:10

demo

INC9840277 2021-05-17 00:24:49

can you reset my password?

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-18 02:31:49

demo

INC9840150 2021-05-10 01:15:05

Virtual private network issues

1 - Critical

Closed

Network

ITSM Engineering

2021-05-14 14:35:05

demo

INC9839960 2021-04-19 04:12:17

Email isn't working

1 - Critical

Closed

Software

Software

2021-04-24 01:18:17

demo

INC9839851 2021-03-20 06:05:53

My computer is very slow.

4 - Low

Closed

Hardware

Hardware

2021-03-22 03:42:53

demo

INC9839543 2021-04-08 13:58:39

I am having problems with my computer

3 - Moderate Closed

Hardware

Hardware

2021-04-09 06:26:39

demo

INC9839166 2021-04-14 17:43:34

remove from dist list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-19 14:23:34

demo

INC9839092 2021-04-04 03:56:26

something's wrong with my

2 - High

Closed

Hardware

Hardware

2021-04-08 21:04:26

demo

INC9837920 2021-05-14 06:18:59

How do I fix the email issues?

1 - Critical

In Progress

Software

Software

2021-05-14 09:30:59

demo

INC9837655 2021-03-24 04:56:58

how to set up mobile email

4 - Low

Closed

Inquiry / Help

Software

2021-03-24 07:12:58

demo

INC9837362 2021-04-03 02:50:48

Please reset my passowrd

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-04 14:39:48

demo

INC9836609 2021-04-17 03:36:14

Show me distribution lists I belong to

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-18 12:50:14

demo

INC9836172 2021-04-23 11:11:46

issues with my connection

5 - Planning

Closed

Network

ITSM Engineering

2021-04-26 15:25:46

demo

INC9836125 2021-04-05 15:20:58

prtinter issues

2 - High

Closed

Hardware

Service Desk

2021-04-05 21:07:58

demo

Run By : Yuqi Zhou

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Incident List

  Number

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Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9835923 2021-04-18 15:03:01

I am having issues with my email

1 - Critical

Closed

Software

Software

2021-04-21 17:38:01

demo

INC9835897 2021-04-15 07:33:52

email setup on phone

3 - Moderate Closed

Inquiry / Help

Software

2021-04-20 05:22:52

demo

INC9835555 2021-05-08 01:05:14

setting up email

4 - Low

Closed

Inquiry / Help

Software

2021-05-10 11:00:14

demo

INC9835404 2021-04-12 19:00:09

I need email help

1 - Critical

Closed

Software

Software

2021-04-17 12:30:09

demo

INC9834642 2021-03-31 07:41:57

How can I get email setup

3 - Moderate Closed

Inquiry / Help

Software

2021-04-04 15:04:57

demo

INC9833875 2021-05-07 23:53:53

My VPN says that it is connected but I am having trouble accessing the internet

1 - Critical

In Progress

Network

ITSM Engineering

2021-05-08 09:26:53

demo

INC9832307 2021-05-12 01:32:43

Set up my email account

1 - Critical

Closed

Inquiry / Help

Software

2021-05-12 08:44:43

demo

INC9832037 2021-03-13 08:02:45

how can I add an email to the distribution list?

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-15 20:47:45

demo

INC9831375 2021-05-06 03:16:25

I have a printer problem

5 - Planning

In Progress

Hardware

Service Desk

2021-05-06 11:15:25

demo

INC9831156 2021-05-16 06:23:29

help with email help with microsoft outlook

5 - Planning

Closed

Software

Software

2021-05-19 07:28:29

demo

INC9830304 2021-03-24 14:53:22

Can you support me for setting up my email

5 - Planning

Closed

Inquiry / Help

Software

2021-03-25 21:49:22

demo

INC9829886 2021-04-18 07:43:16

need to remove email from list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-18 19:39:16

demo

INC9829753 2021-05-10 23:03:25

How do I get a password reset link?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-14 16:44:25

demo

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9828768 2021-04-30 22:16:48

help with a slow computer

3 - Moderate Closed

Hardware

Hardware

2021-05-01 21:11:48

demo

INC9828307 2021-04-30 19:50:07

Send password reset details for mahesh@ab c.com account

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-05-04 21:43:07

demo

INC9828295 2021-04-24 20:14:58

setup email on my iphone

1 - Critical

Closed

Inquiry / Help

Software

2021-04-25 17:09:58

demo

INC9828205 2021-05-12 22:55:29

I can't connect to the email server

5 - Planning

Closed

Software

Software

2021-05-17 10:19:29

demo

INC9828125 2021-02-18 23:35:32

I have VPN issues

2 - High

Closed

Network

ITSM Engineering

2021-02-21 08:22:32

demo

INC9827681 2021-03-13 15:18:17

VPN not connecting

5 - Planning

Closed

Network

ITSM Engineering

2021-03-18 09:02:17

demo

INC9826498 2021-02-23 05:26:52

email problem

1 - Critical

Closed

Software

Software

2021-02-23 09:38:52

demo

INC9825732 2021-05-17 19:10:08

I couldn't gain access to my computer

2 - High

Closed

Hardware

Hardware

2021-05-21 17:02:08

demo

INC9824977 2021-02-23 02:22:55

How do I setup email on my new computer?

3 - Moderate Closed

Inquiry / Help

Software

2021-02-24 08:11:55

demo

INC9824880 2021-05-05 11:52:07

password change

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-05 17:54:07

demo

INC9824735 2021-05-04 18:21:53

slow computer how to troubleshoot

3 - Moderate In Progress

Hardware

Hardware

2021-05-04 23:19:53

demo

INC9824517 2021-03-04 16:13:24

why does my VPN not work?

2 - High

Closed

Network

ITSM Engineering

2021-03-08 10:28:24

demo

INC9823964 2021-05-15 07:07:37

email problem

1 - Critical

Closed

Software

Software

2021-05-15 23:16:37

demo

INC9823742 2021-03-21 10:37:26

setup my email

1 - Critical

Closed

Inquiry / Help

Software

2021-03-24 07:07:26

demo

INC9823197 2021-04-26 06:00:56

setup email on iphone

1 - Critical

Closed

Inquiry / Help

Software

2021-05-01 04:19:56

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9821808 2021-05-11 04:03:32

please add name to [DISTRIBUT ION] distribution list

5 - Planning

In Progress

Inquiry / Help

Service Desk

2021-05-11 13:29:32

demo

INC9821128 2021-05-16 18:52:27

Alico password isn't working

5 - Planning

In Progress

Inquiry / Help

Service Desk

2021-05-17 00:18:27

demo

INC9820347 2021-03-21 06:45:08

obtain password resent link

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-25 01:44:08

demo

INC9820198 2021-04-21 02:48:16

i want to create a new password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-23 20:07:16

demo

INC9819806 2021-04-15 18:27:15

VPN connectivity down

3 - Moderate Closed

Network

ITSM Engineering

2021-04-16 10:05:15

demo

INC9819477 2021-03-15 18:53:06

Remove xyz@abc.co m from dev auth distribution list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-17 02:22:06

demo

INC9819107 2021-04-28 10:03:33

issues withj VPN connecton

2 - High

Closed

Network

ITSM Engineering

2021-05-02 09:14:33

demo

INC9818965 2021-04-02 22:56:43

setup my email client

2 - High

Closed

Inquiry / Help

Software

2021-04-07 13:24:43

demo

INC9818903 2021-04-15 07:31:58

I need help setting up my email on my desktop

2 - High

Closed

Inquiry / Help

Software

2021-04-18 05:18:58

demo

INC9818871 2021-03-14 11:28:20

How do I obtain VPN access?

5 - Planning

Closed

Network

ITSM Engineering

2021-03-15 03:42:20

demo

INC9818535 2021-03-20 16:09:51

issues with printer

2 - High

Closed

Hardware

Service Desk

2021-03-23 23:05:51

demo

INC9817907 2021-05-05 11:46:26

email setup on phone

1 - Critical

Closed

Inquiry / Help

Software

2021-05-06 17:43:26

demo

INC9817305 2021-05-03 07:26:30

I forgot my password.

4 - Low

In Progress

Inquiry / Help

Service Desk

2021-05-03 18:35:30

demo

INC9817122 2021-05-17 00:48:30

Is there a way that I can reset my password

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-19 20:32:30

demo

INC9817000 2021-03-21 15:57:55

forgot password

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-22 18:57:55

demo

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Incident List

 Number

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Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9815269 2021-03-29 06:20:10

I have issues with printer

5 - Planning

Closed

Hardware

Service Desk

2021-03-31 10:42:10

demo

INC9812931 2021-02-25 00:06:26

gmail issue

3 - Moderate Closed

Software

Software

2021-02-26 21:57:26

demo

INC9812646 2021-03-12 14:33:51

Setup VPN access

5 - Planning

Closed

Network

ITSM Engineering

2021-03-17 09:31:51

demo

INC9811118 2021-05-11 09:12:29

Set up email on my mobile

1 - Critical

Closed

Inquiry / Help

Software

2021-05-12 09:30:29

demo

INC9810708 2021-04-30 09:14:59

forgot my password

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-04 18:27:59

demo

INC9810532 2021-03-24 16:44:27

Who can fix my email?

5 - Planning

Closed

Software

Software

2021-03-29 16:20:27

demo

INC9810273 2021-04-04 00:31:41

I can't connect to VPN

4 - Low

Closed

Network

ITSM Engineering

2021-04-06 16:09:41

demo

INC9810241 2021-02-19 10:34:32

Disconnecte d from VPN on my mobile

3 - Moderate Closed

Network

ITSM Engineering

2021-02-23 16:11:32

demo

INC9810050 2021-04-28 02:11:06

I've VPN connectivity issue

2 - High

Closed

Network

ITSM Engineering

2021-05-02 00:52:06

demo

INC9809751 2021-04-23 00:09:48

I need help troubleshooti ng slow computer

5 - Planning

Closed

Hardware

Hardware

2021-04-25 19:28:48

demo

INC9808669 2021-05-08 03:45:42

my password isn't working

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-12 17:02:42

demo

INC9808251 2021-05-12 11:32:39

I have a problem with Outlook

5 - Planning

Closed

Software

Software

2021-05-13 01:57:39

demo

INC9808154 2021-03-11 09:57:39

computer issues

5 - Planning

Closed

Hardware

Hardware

2021-03-14 21:24:39

demo

INC9808071 2021-03-25 06:46:28

my laptop takes ages to load any application

4 - Low

Closed

Hardware

Hardware

2021-03-28 05:29:28

demo

INC9807713 2021-04-21 20:42:49

My computer is so slow

5 - Planning

Closed

Hardware

Hardware

2021-04-21 21:34:49

demo

INC9805283 2021-05-16 12:04:41

email distribution lists

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-20 16:02:41

demo

INC9804586 2021-05-10 03:38:57

android email setup

1 - Critical

Closed

Inquiry / Help

Software

2021-05-11 01:11:57

demo

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9804489 2021-02-18 08:19:24

can I remove someone from a distribution list?

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-02-20 06:56:24

demo

INC9803408 2021-05-16 07:38:18

How do I use a VPN?

1 - Critical

Closed

Network

ITSM Engineering

2021-05-21 07:06:18

demo

INC9803315 2021-05-15 17:20:24

Outlook isn't working

5 - Planning

In Progress

Software

Software

2021-05-15 17:40:24

demo

INC9803024 2021-04-02 06:21:37

please send me a password reset link

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-02 10:07:37

demo

INC9803012 2021-05-18 15:40:07

computer issue

3 - Moderate Closed

Hardware

Hardware

2021-05-19 07:03:07

demo

INC9802988 2021-03-09 02:31:13

my VPN connectivity is too slow

3 - Moderate Closed

Network

ITSM Engineering

2021-03-11 05:47:13

demo

INC9802505 2021-05-04 12:49:04

create new password

4 - Low

Inquiry / Help

Service Desk

2021-05-09 10:37:04

demo

INC9802249 2021-04-21 20:57:08

How can I make a printer work again?

3 - Moderate Closed

Hardware

Service Desk

2021-04-26 10:52:08

demo

INC9801747 2021-04-10 11:44:58

the printer won't print

2 - High

Closed

Hardware

Service Desk

2021-04-13 19:52:58

demo

INC9801610 2021-02-28 13:36:36

Why can't I connect to the VPN?

4 - Low

Closed

Network

ITSM Engineering

2021-03-04 16:50:36

demo

INC9801609 2021-04-25 15:14:43

email list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-26 20:44:43

demo

INC9801555 2021-03-18 19:59:08

Can you help me set up my email?

4 - Low

Closed

Inquiry / Help

Software

2021-03-22 16:05:08

demo

INC9801149 2021-03-04 16:03:38

my computer is really slow

4 - Low

Closed

Hardware

Hardware

2021-03-06 14:19:38

demo

INC9800856 2021-03-06 00:05:37

distribution list update

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-07 16:24:37

demo

INC9800038 2021-05-07 17:07:20

I have a printer problem

3 - Moderate In Progress

Hardware

Service Desk

2021-05-07 22:36:20

demo

INC9799989 2021-03-14 22:57:11

i lost my password reset link

1 - Critical

Inquiry / Help

Service Desk

2021-03-16 17:04:11

demo

Run By : Yuqi Zhou

Closed

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Short descri Caller ption

Priority

State

Category

INC9799795 2021-03-05 22:00:39

set up vpn

3 - Moderate Closed

Network

ITSM Engineering

2021-03-07 18:32:39

demo

INC9799603 2021-05-12 08:45:30

set up email

2 - High

In Progress

Inquiry / Help

Software

2021-05-12 18:31:30

demo

INC9797891 2021-04-21 15:17:07

New password

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-25 11:05:07

demo

INC9797473 2021-05-09 04:46:05

email issues help

3 - Moderate Closed

Software

Software

2021-05-09 08:07:05

demo

INC9796988 2021-05-10 20:44:54

I'm having issues with my vpn

2 - High

In Progress

Network

ITSM Engineering

2021-05-11 06:55:54

demo

INC9796764 2021-04-07 22:09:38

Changing a distribution list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-09 14:08:38

demo

INC9795296 2021-03-02 23:12:43

My computer is very slow.

2 - High

Closed

Hardware

Hardware

2021-03-07 15:29:43

demo

INC9794791 2021-05-08 07:39:21

Can you reset the password for mahesh@xy z.com?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-12 07:26:21

demo

INC9794699 2021-05-15 22:18:54

Need email on this device

3 - Moderate Closed

Inquiry / Help

Software

2021-05-18 10:06:54

demo

INC9794438 2021-04-27 15:04:00

I need to add members to a distribution list.

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-05-01 23:50:00

demo

INC9794258 2021-05-02 08:34:33

setup email on my phone

3 - Moderate Closed

Inquiry / Help

Software

2021-05-03 00:04:33

demo

INC9794060 2021-05-11 05:12:22

how do I setup email on my device?

3 - Moderate Closed

Inquiry / Help

Software

2021-05-12 08:47:22

demo

INC9790686 2021-05-01 19:46:04

I need help with my computer

1 - Critical

Closed

Hardware

Hardware

2021-05-06 08:01:04

demo

INC9790453 2021-04-17 06:46:22

vpn doesn't work

5 - Planning

Closed

Network

ITSM Engineering

2021-04-20 21:25:22

demo

INC9789197 2021-03-16 04:36:42

remove users to distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-18 22:06:42

demo

  Number

Opened

Run By : Yuqi Zhou

Assignment Assigned to Updated group

Updated by

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9789074 2021-05-05 08:38:01

my computer is taking a long time to do things

3 - Moderate Closed

Hardware

Hardware

2021-05-10 01:23:01

demo

INC9788335 2021-05-19 21:41:51

How to setup VPN

2 - High

In Progress

Network

ITSM Engineering

2021-05-20 02:23:51

demo

INC9787688 2021-04-26 21:32:38

I'm having trouble with the printer.

5 - Planning

Closed

Hardware

Service Desk

2021-04-27 22:48:38

demo

INC9787055 2021-05-10 00:25:49

Email not working

3 - Moderate In Progress

Software

Software

2021-05-10 05:13:49

demo

INC9785455 2021-03-05 06:09:37

I need to edit a distribution list.

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-06 00:14:37

demo

INC9785439 2021-05-08 03:04:24

I have an issue with the printer

2 - High

In Progress

Hardware

Service Desk

2021-05-08 08:45:24

demo

INC9785316 2021-04-06 21:08:08

I can't get my work done

2 - High

Closed

Hardware

Hardware

2021-04-06 21:38:08

demo

INC9785293 2021-04-25 23:37:36

I couldnt connect to my VPN

5 - Planning

Closed

Network

ITSM Engineering

2021-04-29 10:55:36

demo

INC9784673 2021-05-03 13:02:45

I need to change my distribution list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-04 18:12:45

demo

INC9784469 2021-05-14 08:02:55

how can I remove an email from the distribution list?

4 - Low

In Progress

Inquiry / Help

Service Desk

2021-05-14 11:11:55

demo

INC9784388 2021-03-03 04:26:51

can't connect

5 - Planning

Closed

Network

ITSM Engineering

2021-03-03 07:33:51

demo

INC9784334 2021-02-22 06:35:21

I have an issue with the printer

3 - Moderate Closed

Hardware

Service Desk

2021-02-23 04:38:21

demo

INC9782956 2021-03-31 10:17:09

create new password

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-31 11:38:09

demo

INC9782508 2021-03-04 21:17:41

something is wrong with the printer

2 - High

Closed

Hardware

Service Desk

2021-03-08 08:07:41

demo

INC9782001 2021-05-15 17:59:20

my password wont work

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-17 23:00:20

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9781724 2021-05-19 17:52:57

help with vpn

3 - Moderate Closed

Network

ITSM Engineering

2021-05-20 03:02:57

demo

INC9781420 2021-05-16 11:29:47

I have VPN issues

1 - Critical

Closed

Network

ITSM Engineering

2021-05-19 00:46:47

demo

INC9780264 2021-02-18 04:44:07

How do I connect to the VPN

4 - Low

Closed

Network

ITSM Engineering

2021-02-21 15:32:07

demo

INC9779461 2021-05-11 19:36:16

help me setup email on my mobile phone

1 - Critical

In Progress

Inquiry / Help

Software

2021-05-11 23:55:16

demo

INC9778824 2021-03-28 17:41:42

laptop performance help

5 - Planning

Closed

Hardware

Hardware

2021-03-29 23:08:42

demo

INC9777954 2021-05-09 15:06:19

my laptop takes ages to load any application

2 - High

Closed

Hardware

Hardware

2021-05-10 00:28:19

demo

INC9777273 2021-05-03 07:39:23

my email doesn't work right

2 - High

Closed

Software

Software

2021-05-06 07:36:23

demo

INC9776843 2021-04-15 17:52:40

mobile email issues

2 - High

Closed

Software

Software

2021-04-16 02:34:40

demo

INC9776123 2021-05-01 07:03:58

why is my laptop slow?

1 - Critical

Closed

Hardware

Hardware

2021-05-02 02:19:58

demo

INC9776034 2021-03-26 21:26:20

I want to reset my password

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-30 03:51:20

demo

INC9775266 2021-04-14 01:47:36

I forgot my alico password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-15 21:25:36

demo

INC9775263 2021-05-03 03:52:47

slow pc

5 - Planning

In Progress

Hardware

Hardware

2021-05-03 14:00:47

demo

INC9775083 2021-04-13 19:38:48

I need to add a user

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-17 02:17:48

demo

INC9774993 2021-05-12 07:27:18

install email application

2 - High

Closed

Inquiry / Help

Software

2021-05-14 00:32:18

demo

INC9774888 2021-05-05 04:00:19

Why can't I connect to the VPN?

2 - High

Closed

Network

ITSM Engineering

2021-05-08 07:45:19

demo

INC9774709 2021-03-13 22:41:45

Please help me reset my password

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-17 04:36:45

demo

INC9774477 2021-03-21 16:26:06

out of ink in the printer

2 - High

Closed

Hardware

Service Desk

2021-03-26 00:25:06

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Number

Page 30

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9774280 2021-05-11 18:11:04

My printer isnt working well

4 - Low

Closed

Hardware

Service Desk

2021-05-11 19:03:04

demo

INC9773049 2021-03-02 06:58:38

I am missing emails

4 - Low

Closed

Software

Software

2021-03-04 21:31:38

demo

INC9772932 2021-05-14 17:43:19

I need help with my network

3 - Moderate Closed

Network

ITSM Engineering

2021-05-15 06:26:19

demo

INC9771886 2021-05-16 14:35:51

can you reset my password?

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-21 13:09:51

demo

INC9771718 2021-05-16 15:14:51

I am not receiving emails

1 - Critical

In Progress

Software

Software

2021-05-16 16:05:51

demo

INC9770870 2021-04-26 17:47:35

I need to set up my email

2 - High

Closed

Inquiry / Help

Software

2021-04-28 06:06:35

demo

INC9770348 2021-02-23 08:48:04

printer is jammed which is blocking me

2 - High

Closed

Hardware

Service Desk

2021-02-23 21:58:04

demo

INC9770177 2021-05-18 05:03:49

add to dist list

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-22 16:23:49

demo

INC9769939 2021-03-23 12:17:10

Why can't I print?

3 - Moderate Closed

Hardware

Service Desk

2021-03-25 21:20:10

demo

INC9769487 2021-03-18 05:08:30

How do I set up my email

3 - Moderate Closed

Inquiry / Help

Software

2021-03-18 21:17:30

demo

INC9769247 2021-03-22 11:45:45

I need a password reset

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-23 21:34:45

demo

INC9769198 2021-03-11 16:35:10

where is my new password link?

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-12 14:50:10

demo

INC9767127 2021-05-11 00:36:42

Help me troubleshoot my slow computer

4 - Low

Closed

Hardware

Hardware

2021-05-15 05:06:42

demo

INC9767004 2021-04-01 22:36:01

Remove from a distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-06 01:22:01

demo

INC9766566 2021-02-18 04:59:49

i'm unable to print

4 - Low

Closed

Hardware

Service Desk

2021-02-20 19:20:49

demo

INC9766471 2021-05-04 14:50:00

How do I setup my work email address on

3 - Moderate Closed

Inquiry / Help

Software

2021-05-09 02:18:00

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Page 31

Opened

Short descri Caller ption

Assignment Assigned to Updated group

Priority

State

Category

Updated by

In Progress

Hardware

Service Desk

2021-05-06 00:37:08

demo

INC9766082 2021-05-05 18:20:08

My printer is not working

5 - Planning

INC9765790 2021-05-18 00:15:49

help with email

3 - Moderate Closed

Software

Software

2021-05-22 06:40:49

demo

INC9765479 2021-02-21 18:05:56

Set up my email account

1 - Critical

Closed

Inquiry / Help

Software

2021-02-26 05:51:56

demo

INC9763962 2021-05-11 13:26:54

when does my password expire?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-13 13:27:54

demo

INC9763715 2021-05-12 16:37:26

broken printer

5 - Planning

Closed

Hardware

Service Desk

2021-05-17 02:48:26

demo

INC9762688 2021-03-27 06:27:13

I can't send emails

2 - High

Closed

Software

Software

2021-03-29 15:43:13

demo

INC9762320 2021-03-21 12:28:27

I'd like to reset my password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-22 02:14:27

demo

INC9761986 2021-03-11 02:18:48

What are the configuration settings for email ?

2 - High

Closed

Inquiry / Help

Software

2021-03-15 13:08:48

demo

INC9761097 2021-05-05 13:41:38

mobile outlook

1 - Critical

Closed

Inquiry / Help

Software

2021-05-10 12:58:38

demo

INC9760279 2021-02-22 15:56:05

IT help for my computer

3 - Moderate Closed

Hardware

Hardware

2021-02-24 10:46:05

demo

INC9759973 2021-05-03 01:15:19

The printer isn't working properly

4 - Low

Hardware

Service Desk

2021-05-03 08:50:19

demo

INC9759850 2021-04-06 07:50:57

What are the default settings for email setup?

3 - Moderate Closed

Inquiry / Help

Software

2021-04-08 19:55:57

demo

INC9759630 2021-04-12 01:33:01

slow computer how to troubleshoot

3 - Moderate Closed

Hardware

Hardware

2021-04-12 09:03:01

demo

INC9759266 2021-03-27 23:50:29

multitasking experience is horrible in my laptop

3 - Moderate Closed

Hardware

Hardware

2021-03-31 03:27:29

demo

INC9759182 2021-05-16 09:59:18

Need to reset my email

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-16 20:25:18

demo

INC9758992 2021-04-01 20:25:20

how do I reset my password?

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-06 07:10:20

demo

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9758549 2021-05-07 20:35:05

email distribution

1 - Critical

In Progress

Inquiry / Help

Service Desk

2021-05-07 22:57:05

demo

INC9758221 2021-04-24 09:17:15

my computer keeps freezing

1 - Critical

Closed

Hardware

Hardware

2021-04-24 11:43:15

demo

INC9757452 2021-05-15 18:58:01

email setup needed

4 - Low

Closed

Inquiry / Help

Software

2021-05-18 17:56:01

demo

INC9757270 2021-03-24 14:16:52

My printer is not working

5 - Planning

Closed

Hardware

Service Desk

2021-03-26 16:23:52

demo

INC9756868 2021-03-21 10:40:33

I need help printing

5 - Planning

Closed

Hardware

Service Desk

2021-03-23 22:12:33

demo

INC9755840 2021-03-07 21:15:16

I need to remove someone from a dl

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-12 00:37:16

demo

INC9755635 2021-03-16 01:44:24

I couldn't connect to my printer

1 - Critical

Closed

Hardware

Service Desk

2021-03-17 01:44:24

demo

INC9755386 2021-02-18 18:29:46

what is wrong with my email?

3 - Moderate Closed

Software

Software

2021-02-22 22:15:46

demo

INC9754187 2021-05-07 06:11:03

How do i set up email on my personal devices>?

1 - Critical

In Progress

Inquiry / Help

Software

2021-05-07 13:16:03

demo

INC9754111 2021-05-05 07:40:53

Remove me from email list

2 - High

In Progress

Inquiry / Help

Service Desk

2021-05-05 18:05:53

demo

INC9752417 2021-03-17 21:34:49

Can you help me setup my email account?

4 - Low

Closed

Inquiry / Help

Software

2021-03-20 19:30:49

demo

INC9751858 2021-02-22 09:44:06

I couldnt connect to my VPN

2 - High

Closed

Network

ITSM Engineering

2021-02-23 15:16:06

demo

INC9751111 2021-02-27 09:54:07

How to resolve email issues

5 - Planning

Closed

Software

Software

2021-03-04 02:13:07

demo

INC9751098 2021-05-10 04:52:16

how do I set up email on my iphone

4 - Low

In Progress

Inquiry / Help

Software

2021-05-10 10:22:16

demo

INC9750711 2021-04-06 02:12:49

need to add user to distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-10 01:00:49

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9750471 2021-02-17 00:02:18

I can't access to my mailbox can you help

3 - Moderate Closed

Software

Software

2021-02-21 21:05:18

demo

INC9749400 2021-04-03 23:16:15

change my pass

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-06 11:21:15

demo

INC9748466 2021-04-18 06:37:19

how do I fix my VPN?

4 - Low

Closed

Network

ITSM Engineering

2021-04-20 12:29:19

demo

INC9747831 2021-02-23 10:33:44

email on device

2 - High

Closed

Inquiry / Help

Software

2021-02-28 02:48:44

demo

INC9747675 2021-03-07 05:20:42

please remove me from a distribution lis

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-10 02:21:42

demo

INC9746927 2021-05-07 20:19:48

How do I set up email on my phone

5 - Planning

In Progress

Inquiry / Help

Software

2021-05-07 22:15:48

demo

INC9746766 2021-05-04 11:58:07

how do I setup email on my device?

4 - Low

In Progress

Inquiry / Help

Software

2021-05-04 23:18:07

demo

INC9746619 2021-03-28 14:35:33

help set up email

4 - Low

Closed

Inquiry / Help

Software

2021-04-01 14:25:33

demo

INC9746246 2021-04-13 17:44:00

The printer will not print my document

4 - Low

Closed

Hardware

Service Desk

2021-04-16 10:17:00

demo

INC9745490 2021-03-19 17:49:09

issues with email

2 - High

Closed

Software

Software

2021-03-22 00:02:09

demo

INC9745402 2021-04-13 11:26:01

email outage

5 - Planning

Closed

Software

Software

2021-04-16 02:20:01

demo

INC9744542 2021-05-17 05:37:00

My computer is running slow

1 - Critical

Closed

Hardware

Hardware

2021-05-18 19:37:00

demo

INC9743727 2021-04-01 16:22:15

download email on phone

3 - Moderate Closed

Inquiry / Help

Software

2021-04-05 13:33:15

demo

INC9742940 2021-05-02 17:43:15

email on ios

4 - Low

Inquiry / Help

Software

2021-05-06 20:36:15

demo

INC9742882 2021-03-15 01:28:17

What can I do if my computer is slow?

3 - Moderate Closed

Hardware

Hardware

2021-03-17 11:19:17

demo

INC9742025 2021-05-17 13:59:16

How to manage distribution list?

5 - Planning

Inquiry / Help

Service Desk

2021-05-22 02:14:16

demo

Run By : Yuqi Zhou

Closed

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 34

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9741223 2021-04-01 20:41:55

email is hosed

4 - Low

Closed

Software

Software

2021-04-05 22:32:55

demo

INC9740821 2021-04-06 13:51:12

add user

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-10 17:06:12

demo

INC9740408 2021-02-21 05:29:21

I'm unable to send email

4 - Low

Closed

Software

Software

2021-02-22 17:18:21

demo

INC9740078 2021-04-08 08:11:42

How do i access my vpn

3 - Moderate Closed

Network

ITSM Engineering

2021-04-10 04:23:42

demo

INC9739914 2021-03-01 20:54:51

why is laptop running slowly

1 - Critical

Closed

Hardware

Hardware

2021-03-06 09:21:51

demo

INC9739886 2021-05-06 00:42:43

issues withj VPN connecton

5 - Planning

In Progress

Network

ITSM Engineering

2021-05-06 10:54:43

demo

INC9739839 2021-05-10 08:28:05

how to install email application

1 - Critical

In Progress

Inquiry / Help

Software

2021-05-10 08:56:05

demo

INC9739799 2021-04-26 22:03:38

i am having printer issues

1 - Critical

Closed

Hardware

Service Desk

2021-05-01 09:05:38

demo

INC9739754 2021-05-09 04:35:22

i cant connect to the VPN

5 - Planning

In Progress

Network

ITSM Engineering

2021-05-09 10:12:22

demo

INC9739355 2021-03-08 23:48:30

printer is having issues

5 - Planning

Closed

Hardware

Service Desk

2021-03-10 08:14:30

demo

INC9738989 2021-04-03 06:49:29

HP printer not working

4 - Low

Closed

Hardware

Service Desk

2021-04-04 03:47:29

demo

INC9738830 2021-05-04 17:56:14

email settings

2 - High

Closed

Inquiry / Help

Software

2021-05-07 07:21:14

demo

INC9738705 2021-04-05 23:50:10

I don't remember my password

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-09 18:15:10

demo

INC9738289 2021-04-02 10:46:08

Need help setting up email

3 - Moderate Closed

Inquiry / Help

Software

2021-04-03 16:06:08

demo

INC9738050 2021-05-09 00:22:33

My computer is running slow

1 - Critical

In Progress

Hardware

Hardware

2021-05-09 04:39:33

demo

INC9737921 2021-05-09 07:15:25

email distribution lists

5 - Planning

In Progress

Inquiry / Help

Service Desk

2021-05-09 09:25:25

demo

INC9737215 2021-03-14 14:44:09

setup email for my new phone

4 - Low

Closed

Inquiry / Help

Software

2021-03-15 06:29:09

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 35

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

In Progress

Hardware

Hardware

2021-05-16 17:10:19

demo

INC9736703 2021-05-16 11:23:19

I am having trouble with my computer

1 - Critical

INC9736235 2021-02-28 07:27:11

Help me connect to VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-03-01 09:10:11

demo

INC9735328 2021-04-09 10:17:36

I couldnt connect to my VPN

1 - Critical

Closed

Network

ITSM Engineering

2021-04-11 13:28:36

demo

INC9734545 2021-04-19 23:42:46

setup my email

3 - Moderate Closed

Inquiry / Help

Software

2021-04-22 00:41:46

demo

INC9734405 2021-02-19 01:05:54

Having issues with my email on my phone

2 - High

Closed

Software

Software

2021-02-24 00:44:54

demo

INC9733089 2021-05-14 02:58:29

I have an issue with the printer

4 - Low

In Progress

Hardware

Service Desk

2021-05-14 05:21:29

demo

INC9732887 2021-05-14 17:14:39

pc email setup

2 - High

Closed

Inquiry / Help

Software

2021-05-16 17:32:39

demo

INC9732635 2021-04-17 20:25:11

email issue on Iphone

2 - High

Closed

Software

Software

2021-04-22 02:48:11

demo

INC9732549 2021-05-12 10:16:20

My email is not working

2 - High

In Progress

Inquiry / Help

Software

2021-05-12 13:10:20

demo

INC9732375 2021-05-12 10:06:23

I'm having problems with email

1 - Critical

In Progress

Software

Software

2021-05-12 17:21:23

demo

INC9732199 2021-03-07 17:44:29

how do i set up email on my mac

5 - Planning

Closed

Inquiry / Help

Software

2021-03-10 21:58:29

demo

INC9731811 2021-05-17 00:43:29

email setup iphone

2 - High

Closed

Inquiry / Help

Software

2021-05-19 13:27:29

demo

INC9731443 2021-05-18 06:19:35

I am not able to print

2 - High

In Progress

Hardware

Service Desk

2021-05-18 14:14:35

demo

INC9729776 2021-04-10 16:48:16

How do I manage a DL?

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-11 12:32:16

demo

INC9729526 2021-05-11 03:58:55

please help me set up email on my phone

1 - Critical

Closed

Inquiry / Help

Software

2021-05-12 15:31:55

demo

INC9729297 2021-04-06 16:33:36

How do I set up email on my phone?

2 - High

Closed

Inquiry / Help

Software

2021-04-09 13:09:36

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 36

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9729258 2021-02-27 19:00:50

There is something wrong with the printer.

5 - Planning

Closed

Hardware

Service Desk

2021-02-28 14:27:50

demo

INC9729184 2021-04-30 14:10:30

IT help

3 - Moderate Closed

Hardware

Hardware

2021-05-05 14:00:30

demo

INC9728937 2021-04-30 16:01:17

I cannot connect to VPN can you help?

3 - Moderate Closed

Network

ITSM Engineering

2021-05-01 11:23:17

demo

INC9728842 2021-05-11 17:16:57

My computer is acting weird

4 - Low

Closed

Hardware

Hardware

2021-05-15 00:33:57

demo

INC9727800 2021-04-12 14:11:12

remove users to distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-14 23:21:12

demo

INC9727399 2021-05-10 11:44:53

The printer isn't working properly

2 - High

Closed

Hardware

Service Desk

2021-05-14 20:07:53

demo

INC9726698 2021-04-25 22:54:29

Can you help me setup my email account?

2 - High

Closed

Inquiry / Help

Software

2021-04-28 09:01:29

demo

INC9726654 2021-05-07 17:38:25

Show me how to setup my email in outlook for (Mac

2 - High

Closed

Inquiry / Help

Software

2021-05-09 11:29:25

demo

INC9724473 2021-05-07 21:53:28

where is the nearest printer

4 - Low

In Progress

Hardware

Service Desk

2021-05-08 00:10:28

demo

INC9724453 2021-03-14 19:05:02

my computer is having performance issues

3 - Moderate Closed

Hardware

Hardware

2021-03-17 13:07:02

demo

INC9723811 2021-04-26 01:14:48

Help me setup my email

5 - Planning

Closed

Inquiry / Help

Software

2021-04-29 17:30:48

demo

INC9723710 2021-05-07 22:50:48

I am not able to print

1 - Critical

Closed

Hardware

Service Desk

2021-05-09 21:19:48

demo

INC9723553 2021-02-24 05:22:31

there is a problem with the printer

3 - Moderate Closed

Hardware

Service Desk

2021-02-27 10:32:31

demo

INC9723269 2021-03-02 17:19:27

I forgot my metnet username

4 - Low

Inquiry / Help

Service Desk

2021-03-07 09:58:27

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Page 37

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9722643 2021-03-31 16:54:58

Help me setup my email

1 - Critical

Closed

Inquiry / Help

Software

2021-04-01 08:36:58

demo

INC9722630 2021-03-23 17:44:54

mail client is slow

1 - Critical

Closed

Software

Software

2021-03-24 09:42:54

demo

INC9721950 2021-04-20 20:44:59

my vpn is broken

5 - Planning

Closed

Network

ITSM Engineering

2021-04-21 22:15:59

demo

INC9720935 2021-03-14 07:11:57

I'm having difficulty with my email

1 - Critical

Closed

Software

Software

2021-03-17 22:57:57

demo

INC9720926 2021-05-17 17:56:26

Virtual Private Network

5 - Planning

In Progress

Network

ITSM Engineering

2021-05-18 02:58:26

demo

INC9720883 2021-05-06 13:13:54

I need to add people to my distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-10 12:50:54

demo

INC9720810 2021-05-19 17:54:41

Help me setup my email

5 - Planning

In Progress

Inquiry / Help

Software

2021-05-19 21:01:41

demo

INC9720781 2021-05-04 07:38:26

How to resolve a slow computer

4 - Low

In Progress

Hardware

Hardware

2021-05-04 10:42:26

demo

INC9720721 2021-03-07 21:15:12

how to set up email on phone

4 - Low

Closed

Inquiry / Help

Software

2021-03-12 20:35:12

demo

INC9720111 2021-05-08 20:33:15

how to fix VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-05-11 19:05:15

demo

INC9719620 2021-05-12 01:23:03

Can I get help setting up my email?

1 - Critical

Closed

Inquiry / Help

Software

2021-05-16 02:39:03

demo

INC9718792 2021-04-01 08:15:57

Please help me setup my email account

4 - Low

Closed

Inquiry / Help

Software

2021-04-02 21:44:57

demo

INC9717102 2021-04-01 08:08:06

I need email help

1 - Critical

Closed

Software

Software

2021-04-05 18:50:06

demo

INC9716476 2021-05-06 05:31:59

printers

1 - Critical

In Progress

Hardware

Service Desk

2021-05-06 16:42:59

demo

INC9715736 2021-03-11 12:20:49

password isn't working

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-15 08:37:49

demo

INC9715525 2021-04-30 16:17:12

I'm having issues with my email

4 - Low

Closed

Software

Software

2021-05-05 13:25:12

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9714966 2021-05-12 12:57:40

How do I setup email?

3 - Moderate In Progress

Inquiry / Help

Software

2021-05-12 20:36:40

demo

INC9714901 2021-02-17 10:09:24

I can't remember my password to surf can you reset it for me?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-02-21 04:55:24

demo

INC9714863 2021-05-03 04:15:29

reset my password please

1 - Critical

In Progress

Inquiry / Help

Service Desk

2021-05-03 10:28:29

demo

INC9714678 2021-05-17 14:12:33

printers

3 - Moderate In Progress

Hardware

Service Desk

2021-05-17 15:59:33

demo

INC9714642 2021-03-02 13:13:26

I don't remember my password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-05 05:57:26

demo

INC9714255 2021-04-18 20:46:13

weird things happening with email

2 - High

Closed

Software

Software

2021-04-23 13:24:13

demo

INC9713851 2021-05-12 12:14:33

Troubleshoo t email issue

1 - Critical

In Progress

Software

Software

2021-05-12 17:43:33

demo

INC9713561 2021-04-25 09:28:37

my password isnt working

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-29 09:40:37

demo

INC9713432 2021-04-09 19:22:11

remove from email group

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-10 00:56:11

demo

INC9713078 2021-04-29 19:32:06

how do I report a printer problem?

2 - High

Closed

Hardware

Service Desk

2021-05-01 12:19:06

demo

INC9711826 2021-04-20 18:54:26

Why is my computer slow?

2 - High

Closed

Hardware

Hardware

2021-04-21 20:12:26

demo

INC9711444 2021-05-11 20:08:07

Can someone help me with email setup

1 - Critical

In Progress

Inquiry / Help

Software

2021-05-11 20:52:07

demo

INC9710522 2021-05-15 16:56:19

I need help with my computer

3 - Moderate Closed

Hardware

Hardware

2021-05-19 23:20:19

demo

INC9710270 2021-02-17 13:10:27

get email on phone

4 - Low

Closed

Inquiry / Help

Software

2021-02-21 13:07:27

demo

INC9709454 2021-03-07 04:35:15

change email distribution

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-07 15:51:15

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9708819 2021-05-05 09:00:14

My printer is broken

1 - Critical

In Progress

Hardware

Service Desk

2021-05-05 09:17:14

demo

INC9707733 2021-04-21 01:28:34

I need to add someone to a dl

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-22 15:28:34

demo

INC9706684 2021-05-04 06:12:14

setup my email

1 - Critical

Closed

Inquiry / Help

Software

2021-05-08 11:35:14

demo

INC9705883 2021-03-07 08:23:16

windows email setup

5 - Planning

Closed

Inquiry / Help

Software

2021-03-12 05:31:16

demo

INC9705732 2021-03-10 20:45:15

Need to update my DL

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-10 22:01:15

demo

INC9705708 2021-05-11 08:12:25

slow computer how to troubleshoot

2 - High

Closed

Hardware

Hardware

2021-05-12 10:59:25

demo

INC9705260 2021-04-13 08:39:18

I can't connection vpn on my iphone

5 - Planning

Closed

Network

ITSM Engineering

2021-04-18 05:57:18

demo

INC9704672 2021-03-09 20:27:37

I need to add a user to my list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-11 17:46:37

demo

INC9704543 2021-04-25 19:29:32

Add me to an email distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-28 22:09:32

demo

INC9703563 2021-05-13 17:11:15

I'd like to setup my email

1 - Critical

Closed

Inquiry / Help

Software

2021-05-17 12:01:15

demo

INC9703442 2021-05-09 17:22:57

remove me from distribution list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-05-13 10:53:57

demo

INC9702635 2021-04-05 09:16:03

How do i set up my email

4 - Low

Inquiry / Help

Software

2021-04-08 18:28:03

demo

INC9702184 2021-05-10 20:23:01

out of ink in the printer

3 - Moderate In Progress

Hardware

Service Desk

2021-05-11 05:11:01

demo

INC9699620 2021-03-02 16:12:54

My mail is not working

2 - High

Closed

Software

Software

2021-03-06 13:25:54

demo

INC9699352 2021-02-23 14:28:27

hey my computer is running really slow

2 - High

Closed

Hardware

Hardware

2021-02-28 01:59:27

demo

INC9699165 2021-04-12 17:10:29

create new password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-13 19:24:29

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 40

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9698589 2021-05-11 12:33:01

how to set up mobile email

2 - High

In Progress

Inquiry / Help

Software

2021-05-12 00:21:01

demo

INC9698040 2021-03-17 18:44:31

i can't print my document

2 - High

Closed

Hardware

Service Desk

2021-03-21 09:21:31

demo

INC9697198 2021-05-13 22:22:14

I cannot connect to work

4 - Low

In Progress

Network

ITSM Engineering

2021-05-14 02:04:14

demo

INC9697169 2021-05-04 05:13:25

my computer got hanged up

5 - Planning

In Progress

Hardware

Hardware

2021-05-04 16:14:25

demo

INC9696542 2021-03-30 15:50:31

need to amend the distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-31 19:27:31

demo

INC9695282 2021-04-22 12:09:23

show me how to setup my email client

5 - Planning

Closed

Inquiry / Help

Software

2021-04-25 04:13:23

demo

INC9694480 2021-05-12 00:45:46

my email doesn't work right

5 - Planning

Closed

Software

Software

2021-05-13 14:58:46

demo

INC9694116 2021-05-17 23:53:34

can I remove someone from a distribution list?

5 - Planning

In Progress

Inquiry / Help

Service Desk

2021-05-18 07:53:34

demo

INC9691222 2021-04-19 05:13:25

I couldn't gain access to my computer

2 - High

Closed

Hardware

Hardware

2021-04-23 19:19:25

demo

INC9691023 2021-05-04 10:38:14

set up email

2 - High

Closed

Inquiry / Help

Software

2021-05-04 15:15:14

demo

INC9690200 2021-05-09 14:06:01

Tell me how to troubleshoot printer issues

3 - Moderate In Progress

Hardware

Service Desk

2021-05-10 01:21:01

demo

INC9689988 2021-05-01 23:37:18

why can't I print

5 - Planning

Closed

Hardware

Service Desk

2021-05-06 01:31:18

demo

INC9689580 2021-02-28 04:06:40

the printer not working

1 - Critical

Closed

Hardware

Service Desk

2021-03-01 19:12:40

demo

INC9689393 2021-03-04 17:11:31

my computer is being slow

1 - Critical

Closed

Hardware

Hardware

2021-03-08 02:55:31

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9688543 2021-04-17 06:44:41

Update a distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-22 02:18:41

demo

INC9688478 2021-05-08 05:53:55

how do I make changes to the email distribution list?

4 - Low

In Progress

Inquiry / Help

Service Desk

2021-05-08 10:34:55

demo

INC9687974 2021-05-13 14:40:53

email distribution

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-18 08:22:53

demo

INC9687752 2021-04-03 18:15:07

printer not working

1 - Critical

Closed

Hardware

Service Desk

2021-04-08 12:58:07

demo

INC9687063 2021-03-18 07:07:21

How to manage distribution list?

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-19 16:31:21

demo

INC9686779 2021-04-08 14:21:59

I'm having trouble connecting to the VPN

2 - High

Closed

Network

ITSM Engineering

2021-04-10 09:56:59

demo

INC9686179 2021-02-22 13:54:01

Remove xyz@abc.co m from dev auth distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-02-23 18:45:01

demo

INC9685967 2021-05-14 02:17:58

How do I modify a mailing list

4 - Low

In Progress

Inquiry / Help

Service Desk

2021-05-14 09:10:58

demo

INC9685569 2021-04-13 01:39:49

my email doesn't work

3 - Moderate Closed

Software

Software

2021-04-15 12:35:49

demo

INC9685504 2021-03-01 18:51:43

I'm having issues with Outlook

2 - High

Closed

Software

Software

2021-03-04 22:23:43

demo

INC9685051 2021-04-25 07:16:39

i am having printer issues

4 - Low

Closed

Hardware

Service Desk

2021-04-25 08:10:39

demo

INC9684743 2021-05-14 17:02:06

My document is not printing

5 - Planning

In Progress

Hardware

Service Desk

2021-05-15 00:34:06

demo

INC9684472 2021-05-09 11:01:25

how to use VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-05-14 05:11:25

demo

INC9683623 2021-04-02 07:55:07

I have a problem with my VPN

2 - High

Closed

Network

ITSM Engineering

2021-04-06 13:30:07

demo

INC9683332 2021-03-27 05:54:42

VPN access article

4 - Low

Closed

Network

ITSM Engineering

2021-03-29 22:54:42

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9683203 2021-04-03 01:56:48

my password isnt working

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-08 00:00:48

demo

INC9682598 2021-05-11 01:08:48

I'm having trouble with the printer.

5 - Planning

In Progress

Hardware

Service Desk

2021-05-11 12:31:48

demo

INC9682127 2021-03-22 11:01:31

can I remove someone from a dl

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-24 07:28:31

demo

INC9682022 2021-05-04 10:04:01

i can't print my document

2 - High

Closed

Hardware

Service Desk

2021-05-07 14:19:01

demo

INC9681759 2021-04-01 01:54:41

VPN not working

1 - Critical

Closed

Network

ITSM Engineering

2021-04-01 05:03:41

demo

INC9681198 2021-05-15 14:47:29

How to resolve email issues

1 - Critical

In Progress

Software

Software

2021-05-15 22:28:29

demo

INC9680741 2021-05-16 06:16:44

Remove me from DL askAST@se rvicenow.co m

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-19 00:33:44

demo

INC9680728 2021-02-27 23:43:39

Im having issues with my email

2 - High

Closed

Software

Software

2021-03-02 04:40:39

demo

INC9680460 2021-04-08 17:23:35

change my pass

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-10 12:53:35

demo

INC9679325 2021-03-04 18:17:48

Add me to an email list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-06 05:01:48

demo

INC9679149 2021-03-28 01:29:44

i cant connect to the VPN

4 - Low

Closed

Network

ITSM Engineering

2021-03-29 23:20:44

demo

INC9678566 2021-02-22 03:11:52

I have a problem with my email

3 - Moderate Closed

Software

Software

2021-02-23 14:45:52

demo

INC9678028 2021-04-02 20:03:24

printer is acting up

3 - Moderate Closed

Hardware

Service Desk

2021-04-05 07:22:24

demo

INC9677766 2021-05-15 09:05:11

can't access VPN

3 - Moderate In Progress

Network

ITSM Engineering

2021-05-15 09:23:11

demo

INC9677740 2021-03-05 01:40:17

can't log in from home

3 - Moderate Closed

Network

ITSM Engineering

2021-03-08 09:18:17

demo

INC9677726 2021-03-02 23:13:52

computer lag

4 - Low

Closed

Hardware

Hardware

2021-03-07 16:55:52

demo

INC9677617 2021-03-17 00:23:37

emails not working

3 - Moderate Closed

Software

Software

2021-03-20 01:30:37

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9676499 2021-05-09 12:29:20

my computer is taking a long time to do things

2 - High

Closed

Hardware

Hardware

2021-05-09 13:35:20

demo

INC9676307 2021-03-11 01:02:35

I have a problem with Outlook

2 - High

Closed

Software

Software

2021-03-14 00:26:35

demo

INC9675464 2021-02-26 23:11:45

Remove me from an email distribution lis

2 - High

Closed

Inquiry / Help

Service Desk

2021-02-28 15:18:45

demo

INC9675436 2021-05-07 18:00:56

Virtual private network issues

5 - Planning

Closed

Network

ITSM Engineering

2021-05-10 03:46:56

demo

INC9675030 2021-04-18 03:20:49

can't log in to email

5 - Planning

Closed

Software

Software

2021-04-22 05:25:49

demo

INC9674668 2021-02-27 13:16:16

How to resolve printer issues

5 - Planning

Closed

Hardware

Service Desk

2021-03-01 01:45:16

demo

INC9674574 2021-03-11 17:44:20

can't connect to VPN on my windows machine

1 - Critical

Closed

Network

ITSM Engineering

2021-03-16 14:34:20

demo

INC9674544 2021-05-07 01:12:32

my computer got hanged up

1 - Critical

In Progress

Hardware

Hardware

2021-05-07 01:43:32

demo

INC9673635 2021-03-09 09:42:38

Add abc@xyz.co m to dev auth distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-13 05:43:38

demo

INC9672954 2021-03-20 11:33:28

How do I set up my email

3 - Moderate Closed

Inquiry / Help

Software

2021-03-24 02:29:28

demo

INC9672326 2021-02-18 02:19:04

How do I make a new password?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-02-21 18:20:04

demo

INC9671759 2021-04-13 14:57:06

email on phone

2 - High

Closed

Inquiry / Help

Software

2021-04-15 16:34:06

demo

INC9671096 2021-05-11 01:12:08

Show me distribution lists I belong to

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-14 20:10:08

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9670637 2021-05-15 09:25:01

How do i set up email on my personal devices>?

2 - High

In Progress

Inquiry / Help

Software

2021-05-15 16:21:01

demo

INC9670553 2021-04-17 09:39:49

The printer isn't working properly

2 - High

Closed

Hardware

Service Desk

2021-04-18 03:35:49

demo

INC9669782 2021-03-14 20:02:05

How do I get a password reset link?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-16 12:29:05

demo

INC9669634 2021-04-14 05:30:41

Tell me the email server's host address

4 - Low

Closed

Inquiry / Help

Software

2021-04-17 18:58:41

demo

INC9669514 2021-05-11 01:13:34

printer is broken

1 - Critical

Closed

Hardware

Service Desk

2021-05-16 00:58:34

demo

INC9669259 2021-05-05 13:20:57

I want to update my password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-05 14:05:57

demo

INC9669225 2021-05-07 09:58:26

install email application

2 - High

In Progress

Inquiry / Help

Software

2021-05-07 12:46:26

demo

INC9668203 2021-05-15 08:43:02

my computer keeps freezing

4 - Low

Closed

Hardware

Hardware

2021-05-19 19:52:02

demo

INC9667247 2021-05-15 05:53:35

I'm having issues with my vpn

4 - Low

Closed

Network

ITSM Engineering

2021-05-19 11:00:35

demo

INC9665372 2021-02-20 20:22:41

help with vpn

3 - Moderate Closed

Network

ITSM Engineering

2021-02-22 05:18:41

demo

INC9665288 2021-03-27 07:50:39

reset email

1 - Critical

Closed

Inquiry / Help

Software

2021-03-30 20:29:39

demo

INC9664432 2021-04-14 12:12:59

Add someone into PDL

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-18 03:47:59

demo

INC9662887 2021-02-24 09:55:38

How do I fix the email issues?

4 - Low

Closed

Software

Software

2021-02-28 15:52:38

demo

INC9662618 2021-03-05 17:08:43

issue with VPN

2 - High

Closed

Network

ITSM Engineering

2021-03-10 10:07:43

demo

INC9662493 2021-05-06 01:43:19

printer needs ink

1 - Critical

Closed

Hardware

Service Desk

2021-05-06 04:41:19

demo

INC9662391 2021-03-24 03:40:48

when does my password expire?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-25 06:20:48

demo

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9662372 2021-05-04 08:44:30

Manage a distribution list

2 - High

In Progress

Inquiry / Help

Service Desk

2021-05-04 08:54:30

demo

INC9662075 2021-05-03 16:00:15

Remove me from an email distribution lis

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-05 01:56:15

demo

INC9661065 2021-05-17 07:34:13

No remote access

5 - Planning

In Progress

Network

ITSM Engineering

2021-05-17 17:20:13

demo

INC9660689 2021-04-25 13:43:12

remove someone from a distribution list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-27 19:39:12

demo

INC9660274 2021-05-12 11:54:23

Who can fix my email?

5 - Planning

Closed

Software

Software

2021-05-14 01:32:23

demo

INC9659416 2021-05-07 15:06:29

can you please help me with my email issue

2 - High

In Progress

Software

Software

2021-05-08 02:42:29

demo

INC9659063 2021-05-06 13:43:26

How do I manage a DL?

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-10 09:34:26

demo

INC9658498 2021-05-08 19:19:14

How do I set up email on my iPhone ?

3 - Moderate Closed

Inquiry / Help

Software

2021-05-09 23:06:14

demo

INC9658407 2021-03-07 08:28:46

my VPN connectivity is too slow

5 - Planning

Closed

Network

ITSM Engineering

2021-03-08 09:02:46

demo

INC9658132 2021-04-26 13:17:18

My printer isn't turning on

2 - High

Closed

Hardware

Service Desk

2021-04-27 10:09:18

demo

INC9657924 2021-05-01 03:36:10

email setup on phone

4 - Low

Closed

Inquiry / Help

Software

2021-05-01 11:25:10

demo

INC9656378 2021-05-05 14:14:33

set up email on my iphone

1 - Critical

Closed

Inquiry / Help

Software

2021-05-07 09:08:33

demo

INC9655998 2021-05-14 01:13:44

VPN not connecting

4 - Low

Closed

Network

ITSM Engineering

2021-05-14 20:34:44

demo

INC9655754 2021-04-23 23:09:02

I need help with a printer

3 - Moderate Closed

Hardware

Service Desk

2021-04-27 22:30:02

demo

INC9655672 2021-02-23 10:06:47

broken VPN

4 - Low

Closed

Network

ITSM Engineering

2021-02-27 00:26:47

demo

INC9655477 2021-03-24 06:59:54

Printer isn't working

1 - Critical

Closed

Hardware

Service Desk

2021-03-25 23:39:54

demo

Incident List

Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9655188 2021-03-02 15:15:05

I need help with my computer

3 - Moderate Closed

Hardware

Hardware

2021-03-02 15:57:05

demo

INC9654525 2021-03-27 15:17:26

computer lag

5 - Planning

Closed

Hardware

Hardware

2021-03-31 10:42:26

demo

INC9652112 2021-05-10 02:22:20

How do I set up my email?

2 - High

Closed

Inquiry / Help

Software

2021-05-10 18:12:20

demo

INC9651990 2021-04-21 17:58:04

Can I get help setting up my email?

4 - Low

Closed

Inquiry / Help

Software

2021-04-24 13:48:04

demo

INC9651764 2021-05-03 00:47:58

email setup

3 - Moderate Closed

Inquiry / Help

Software

2021-05-05 23:17:58

demo

INC9651640 2021-02-25 17:25:56

I need help setting up my email on my desktop

2 - High

Closed

Inquiry / Help

Software

2021-02-26 18:22:56

demo

INC9650908 2021-03-25 13:54:28

I have printer issues

5 - Planning

Closed

Hardware

Service Desk

2021-03-26 18:18:28

demo

INC9650428 2021-04-28 12:58:06

I need help with my computer

3 - Moderate Closed

Hardware

Hardware

2021-05-02 05:22:06

demo

INC9649822 2021-05-01 19:48:47

Help me with the VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-05-06 07:34:47

demo

INC9649551 2021-03-10 15:11:53

I am having problems with my computer

5 - Planning

Closed

Hardware

Hardware

2021-03-15 06:34:53

demo

INC9649534 2021-05-02 02:25:25

I need to set my email up configuring my email

1 - Critical

Closed

Inquiry / Help

Software

2021-05-05 06:30:25

demo

INC9649332 2021-04-13 16:29:50

please send me a password reset link

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-17 11:56:50

demo

INC9649024 2021-03-12 14:55:37

email down

5 - Planning

Closed

Software

Software

2021-03-15 16:10:37

demo

INC9648484 2021-05-01 19:25:31

prtinter issues

3 - Moderate Closed

Hardware

Service Desk

2021-05-05 20:09:31

demo

INC9648303 2021-04-20 22:48:22

where can I find an email user guide?

5 - Planning

Software

Software

2021-04-24 14:15:22

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9647505 2021-04-05 21:20:39

reset my password please

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-08 18:48:39

demo

INC9646923 2021-04-09 12:00:00

the printer will not work

4 - Low

Closed

Hardware

Service Desk

2021-04-12 13:27:00

demo

INC9646185 2021-04-06 01:35:16

change distibution list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-10 18:15:16

demo

INC9646061 2021-02-24 12:55:34

my emails are not sent

1 - Critical

Closed

Software

Software

2021-03-01 02:20:34

demo

INC9645928 2021-04-02 11:47:27

I can't vpn

4 - Low

Closed

Network

ITSM Engineering

2021-04-07 02:21:27

demo

INC9645829 2021-05-16 14:33:31

Troubleshoo t VPN issues

2 - High

Closed

Network

ITSM Engineering

2021-05-20 10:32:31

demo

INC9645000 2021-04-23 06:47:03

Can someone help me with email setup

3 - Moderate Closed

Inquiry / Help

Software

2021-04-25 02:17:03

demo

INC9643937 2021-02-28 03:49:29

can someone help setup email on my android device

4 - Low

Closed

Inquiry / Help

Software

2021-02-28 13:53:29

demo

INC9643445 2021-05-07 10:03:57

printer does not turn on

2 - High

Closed

Hardware

Service Desk

2021-05-11 09:51:57

demo

INC9642848 2021-05-15 13:16:22

please help me with my email issue

1 - Critical

Closed

Software

Software

2021-05-17 17:38:22

demo

INC9641736 2021-03-05 16:51:53

send receive email

5 - Planning

Closed

Software

Software

2021-03-07 16:42:53

demo

INC9641288 2021-04-01 09:38:29

Cisco VPN isn't connecting

5 - Planning

Closed

Network

ITSM Engineering

2021-04-04 22:01:29

demo

INC9640899 2021-05-04 20:25:13

I need help with setting up my email

4 - Low

In Progress

Inquiry / Help

Software

2021-05-05 06:53:13

demo

INC9640762 2021-05-03 15:26:02

Can you help me in resolving some email issues

3 - Moderate In Progress

Software

Software

2021-05-04 01:32:02

demo

INC9640344 2021-03-10 06:57:16

troubleshoot computer

3 - Moderate Closed

Hardware

Hardware

2021-03-11 22:00:16

demo

INC9640328 2021-05-08 20:34:19

I have issues with my VPN.

2 - High

Network

ITSM Engineering

2021-05-11 14:23:19

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 48

Short descri Caller ption

Priority

Category

Assignment Assigned to Updated group

INC9640109 2021-05-14 15:06:32

UPdate a dl

3 - Moderate In Progress

Inquiry / Help

Service Desk

2021-05-14 15:44:32

demo

INC9639632 2021-04-01 10:31:59

how can I speed up my computer

2 - High

Closed

Hardware

Hardware

2021-04-04 03:53:59

demo

INC9639518 2021-05-02 05:46:56

how to use VPN

1 - Critical

Closed

Network

ITSM Engineering

2021-05-05 14:02:56

demo

INC9638720 2021-05-02 19:43:20

VPN problem

3 - Moderate Closed

Network

ITSM Engineering

2021-05-04 00:40:20

demo

INC9638548 2021-04-10 19:58:33

Add me to an email distribution list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-13 22:57:33

demo

INC9638257 2021-03-19 22:37:32

out of ink in the printer

5 - Planning

Closed

Hardware

Service Desk

2021-03-24 20:06:32

demo

INC9638165 2021-02-27 08:56:32

vpn access request

4 - Low

Closed

Network

ITSM Engineering

2021-03-02 09:24:32

demo

INC9637706 2021-03-17 17:40:47

multitasking experience is horrible in my laptop

3 - Moderate Closed

Hardware

Hardware

2021-03-18 07:35:47

demo

INC9635503 2021-05-19 23:42:05

Who can help me print?

2 - High

Closed

Hardware

Service Desk

2021-05-20 13:49:05

demo

INC9634885 2021-03-10 06:30:09

please help me with my slow computer

4 - Low

Closed

Hardware

Hardware

2021-03-13 05:32:09

demo

INC9632401 2021-05-10 10:44:20

where can i find printer ?

2 - High

In Progress

Hardware

Service Desk

2021-05-10 13:26:20

demo

INC9632393 2021-05-05 04:55:35

I have a network issue

4 - Low

Closed

Network

ITSM Engineering

2021-05-09 17:18:35

demo

INC9632258 2021-05-13 03:13:24

help with email

1 - Critical

In Progress

Software

Software

2021-05-13 15:13:24

demo

INC9631080 2021-03-12 13:09:59

how do i set up email on my android phone

1 - Critical

Closed

Inquiry / Help

Software

2021-03-16 02:26:59

demo

INC9630907 2021-05-07 11:25:36

How do I setup email on my phone?

4 - Low

Closed

Inquiry / Help

Software

2021-05-10 12:21:36

demo

INC9629796 2021-05-19 01:25:40

Can you reset the password for mahesh@xy z.com?

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-21 15:31:40

demo

 Number

Opened

Run By : Yuqi Zhou

State

Updated by

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9629685 2021-05-18 18:45:12

How to setup VPN

3 - Moderate In Progress

Network

ITSM Engineering

2021-05-18 23:23:12

demo

INC9629597 2021-03-21 10:03:53

Please help me setup my email account

1 - Critical

Closed

Inquiry / Help

Software

2021-03-23 08:46:53

demo

INC9629285 2021-05-17 04:27:20

Cisco VPN isn't connecting

1 - Critical

Closed

Network

ITSM Engineering

2021-05-18 09:53:20

demo

INC9628466 2021-03-09 21:37:51

computer lag

2 - High

Closed

Hardware

Hardware

2021-03-13 12:49:51

demo

INC9627984 2021-03-25 01:33:08

how to use a vpn

4 - Low

Closed

Network

ITSM Engineering

2021-03-28 00:25:08

demo

INC9627580 2021-05-16 14:11:54

I'd like to setup email

1 - Critical

In Progress

Inquiry / Help

Software

2021-05-16 19:57:54

demo

INC9627501 2021-05-03 13:17:57

slow computer help

3 - Moderate Closed

Hardware

Hardware

2021-05-06 00:40:57

demo

INC9627080 2021-03-27 14:57:23

there is a problem with the printer

3 - Moderate Closed

Hardware

Service Desk

2021-04-01 14:28:23

demo

INC9623926 2021-03-19 17:15:46

help me reset my password

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-21 19:10:46

demo

INC9623424 2021-05-16 05:18:57

can I configure my email

5 - Planning

In Progress

Inquiry / Help

Software

2021-05-16 07:59:57

demo

INC9622463 2021-02-27 22:04:36

please add name to [DISTRIBUT ION] distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-02-28 00:08:36

demo

INC9621894 2021-04-06 06:22:03

how do I setup VPN access?

3 - Moderate Closed

Network

ITSM Engineering

2021-04-07 14:15:03

demo

INC9621631 2021-03-25 21:51:42

VPN not connecting

5 - Planning

Closed

Network

ITSM Engineering

2021-03-25 22:25:42

demo

INC9620781 2021-05-02 23:51:37

I am having trouble with the printer.

5 - Planning

Closed

Hardware

Service Desk

2021-05-05 13:35:37

demo

INC9620496 2021-04-28 05:52:41

Cannot receive email

1 - Critical

Closed

Software

Software

2021-05-01 20:21:41

demo

INC9620348 2021-03-06 22:09:38

Can you help me with my email?

3 - Moderate Closed

Software

Software

2021-03-07 00:51:38

demo

Incident List

 Number

Page 50

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9620024 2021-03-24 14:08:42

phone email issue

4 - Low

Closed

Software

Software

2021-03-27 04:22:42

demo

INC9619201 2021-05-19 15:29:05

unable to login

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-24 01:48:05

demo

INC9618804 2021-03-28 03:33:38

pw reset

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-30 19:44:38

demo

INC9618653 2021-04-26 04:26:18

something is wrong with the printer

5 - Planning

Closed

Hardware

Service Desk

2021-04-29 20:54:18

demo

INC9618527 2021-05-07 15:51:33

remove myself from email list

2 - High

In Progress

Inquiry / Help

Service Desk

2021-05-07 17:19:33

demo

INC9617618 2021-05-15 20:26:26

My email has issues

2 - High

Closed

Software

Software

2021-05-18 02:32:26

demo

INC9617589 2021-05-09 02:07:46

why my pc is slow?

2 - High

Closed

Hardware

Hardware

2021-05-10 01:22:46

demo

INC9616493 2021-04-09 08:56:48

having problem with email

1 - Critical

Closed

Software

Software

2021-04-12 01:42:48

demo

INC9616312 2021-05-15 15:58:27

Tell me the email server's host address

3 - Moderate Closed

Inquiry / Help

Software

2021-05-17 11:06:27

demo

INC9616105 2021-03-06 17:19:44

i want to create a new password

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-09 00:52:44

demo

INC9616017 2021-03-11 14:12:50

email on ios

2 - High

Closed

Inquiry / Help

Software

2021-03-12 07:20:50

demo

INC9615704 2021-04-02 01:44:59

troubleshoot my email issue

2 - High

Closed

Software

Software

2021-04-02 03:56:59

demo

INC9615612 2021-03-13 01:45:11

Vpn Policy server is not allowing me to connect to the network

1 - Critical

Closed

Network

ITSM Engineering

2021-03-17 11:07:11

demo

INC9615517 2021-05-12 20:18:08

Outlook isn't working

4 - Low

Closed

Software

Software

2021-05-13 21:30:08

demo

INC9614806 2021-03-11 11:38:22

my VPN connectivity is down

1 - Critical

Closed

Network

ITSM Engineering

2021-03-12 07:06:22

demo

INC9614613 2021-03-10 08:56:23

email outage

1 - Critical

Closed

Software

Software

2021-03-12 23:13:23

demo

INC9613588 2021-03-19 02:20:30

broken VPN

2 - High

Closed

Network

ITSM Engineering

2021-03-21 16:57:30

demo

INC9612671 2021-04-25 19:38:52

troubleshoot

5 - Planning

Closed

Hardware

Hardware

2021-04-27 04:54:52

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9611809 2021-03-29 13:17:00

having problem with email

5 - Planning

Closed

Software

Software

2021-03-30 04:16:00

demo

INC9611046 2021-05-15 18:56:56

prtinter issues

2 - High

Closed

Hardware

Service Desk

2021-05-20 16:03:56

demo

INC9610641 2021-03-27 11:54:31

how do I speed up my computer

5 - Planning

Closed

Hardware

Hardware

2021-03-28 10:29:31

demo

INC9610438 2021-04-17 00:08:48

Is there a way that I can reset my password

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-20 14:29:48

demo

INC9609138 2021-04-28 14:03:18

modify distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-01 11:30:18

demo

INC9609097 2021-04-18 23:33:43

can I remove someone from a dl

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-19 12:02:43

demo

INC9609020 2021-05-18 12:18:47

why is my computer so slow?

5 - Planning

Closed

Hardware

Hardware

2021-05-20 04:52:47

demo

INC9608566 2021-04-06 21:08:24

printer broken

2 - High

Closed

Hardware

Service Desk

2021-04-08 23:30:24

demo

INC9608393 2021-05-03 09:02:06

its too slow

3 - Moderate Closed

Hardware

Hardware

2021-05-03 16:32:06

demo

INC9608159 2021-03-23 08:25:11

How do I obtain VPN access?

5 - Planning

Closed

Network

ITSM Engineering

2021-03-26 12:46:11

demo

INC9607985 2021-03-28 13:01:54

How do I get a password reset link?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-29 15:05:54

demo

INC9607731 2021-05-16 13:41:14

can I remove someone from a distribution list?

2 - High

In Progress

Inquiry / Help

Service Desk

2021-05-16 22:53:14

demo

INC9607022 2021-02-27 09:48:02

My mail is not working

1 - Critical

Closed

Software

Software

2021-03-03 15:51:02

demo

INC9606497 2021-04-25 16:53:13

reset pw

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-29 23:31:13

demo

INC9606039 2021-02-16 15:41:20

setup email on my phone

3 - Moderate Closed

Inquiry / Help

Software

2021-02-21 01:24:20

demo

INC9605981 2021-05-15 01:04:35

make new password

5 - Planning

Inquiry / Help

Service Desk

2021-05-15 04:34:35

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 52

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9605848 2021-04-21 22:28:27

How do i set up email on my personal devices>?

1 - Critical

Closed

Inquiry / Help

Software

2021-04-24 07:29:27

demo

INC9604563 2021-03-07 23:38:00

I need to remove people from the distribution list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-10 03:14:00

demo

INC9602977 2021-05-12 00:09:38

printer does not turn on

5 - Planning

Closed

Hardware

Service Desk

2021-05-14 09:11:38

demo

INC9602669 2021-02-24 07:24:32

Why does the printer on floor 7 all screwy?

5 - Planning

Closed

Hardware

Service Desk

2021-02-28 03:22:32

demo

INC9601976 2021-05-17 03:10:00

What is the VPN?

5 - Planning

Closed

Network

ITSM Engineering

2021-05-21 06:04:00

demo

INC9600819 2021-04-25 22:37:04

Request Distrubution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-29 16:47:04

demo

INC9600735 2021-03-12 08:52:50

where is my document in the pool

3 - Moderate Closed

Hardware

Service Desk

2021-03-15 23:06:50

demo

INC9600274 2021-05-07 12:32:29

fix slow computer

5 - Planning

In Progress

Hardware

Hardware

2021-05-07 22:56:29

demo

INC9600116 2021-02-25 06:53:31

configure email

5 - Planning

Closed

Inquiry / Help

Software

2021-02-26 00:05:31

demo

INC9599588 2021-03-09 01:50:03

How do I manage a DL?

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-11 02:55:03

demo

INC9599053 2021-04-07 18:40:13

forgot my password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-09 16:15:13

demo

INC9598437 2021-04-27 01:59:54

make new password

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-29 21:46:54

demo

INC9597782 2021-03-25 11:59:40

fix my printer

5 - Planning

Closed

Hardware

Service Desk

2021-03-27 13:23:40

demo

INC9597491 2021-02-18 14:15:38

Can someone help me with email setup

5 - Planning

Closed

Inquiry / Help

Software

2021-02-23 08:18:38

demo

INC9597119 2021-03-15 18:14:44

my performance is bad

3 - Moderate Closed

Hardware

Hardware

2021-03-15 23:39:44

demo

INC9596648 2021-03-21 17:07:52

how do I reset password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-23 07:24:52

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Assignment Assigned to Updated group

Updated by

Inquiry / Help

Software

2021-03-10 22:35:49

demo

Priority

State

Category

Closed

INC9595871 2021-03-05 23:21:49

How do I set up my email on laptop?

5 - Planning

INC9593873 2021-05-11 15:41:29

How do I setup VPN access for my machine

3 - Moderate In Progress

Network

ITSM Engineering

2021-05-11 17:29:29

demo

INC9593163 2021-05-02 16:33:00

gmail issue

5 - Planning

Closed

Software

Software

2021-05-03 14:24:00

demo

INC9592859 2021-05-14 03:47:01

I'm having issues with my email on my ph

5 - Planning

Closed

Software

Software

2021-05-17 03:11:01

demo

INC9592654 2021-05-19 05:09:57

I cannot connect to work

4 - Low

Closed

Network

ITSM Engineering

2021-05-22 15:42:57

demo

INC9592642 2021-02-27 00:11:01

how to remove users from distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-02 19:57:01

demo

INC9592241 2021-03-31 22:11:04

open email ticket

5 - Planning

Closed

Software

Software

2021-04-02 08:41:04

demo

INC9592040 2021-02-20 12:04:00

how do I fix the printer

3 - Moderate Closed

Hardware

Service Desk

2021-02-21 21:08:00

demo

INC9591706 2021-02-16 03:39:17

My Computer is slow and i need to file a

1 - Critical

Closed

Hardware

Hardware

2021-02-20 18:16:17

demo

INC9590814 2021-03-03 15:54:28

how do i set up outlook on this device

1 - Critical

Closed

Inquiry / Help

Software

2021-03-07 23:09:28

demo

INC9590742 2021-02-21 06:55:11

I need help troubleshooti ng slow computer

2 - High

Closed

Hardware

Hardware

2021-02-25 22:20:11

demo

INC9590408 2021-05-07 11:34:40

How do I manage distribution list?

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-11 17:56:40

demo

INC9590125 2021-04-19 03:52:13

phone email issue

2 - High

Closed

Software

Software

2021-04-19 23:46:13

demo

INC9588633 2021-04-26 00:37:01

my vpn is broken

4 - Low

Closed

Network

ITSM Engineering

2021-04-29 13:31:01

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9588367 2021-04-03 00:35:38

My VPN says that it is connected but I am having trouble accessing the internet

3 - Moderate Closed

Network

ITSM Engineering

2021-04-06 11:44:38

demo

INC9588130 2021-03-08 12:27:38

email on device

3 - Moderate Closed

Inquiry / Help

Software

2021-03-10 18:52:38

demo

INC9586391 2021-04-01 02:12:45

remove users to distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-04 07:00:45

demo

INC9586308 2021-05-14 05:30:01

Not receiving email on my mobile

1 - Critical

Closed

Software

Software

2021-05-16 21:04:01

demo

INC9586055 2021-04-20 10:48:12

remove from dist list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-24 14:13:12

demo

INC9586032 2021-03-23 11:28:25

how do I setup my email?

1 - Critical

Closed

Inquiry / Help

Software

2021-03-26 18:53:25

demo

INC9585421 2021-05-16 22:21:47

I can't login my VPN , who should i contact and finish this ASAP ?

5 - Planning

Closed

Network

ITSM Engineering

2021-05-17 10:08:47

demo

INC9585412 2021-05-19 10:55:55

I am having VPN issues

4 - Low

In Progress

Network

ITSM Engineering

2021-05-19 13:23:55

demo

INC9585029 2021-04-18 05:56:22

my password isnt working

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-22 18:38:22

demo

INC9584673 2021-05-19 22:51:41

I see email failures

5 - Planning

Closed

Software

Software

2021-05-22 17:02:41

demo

INC9583932 2021-04-26 08:50:12

I have a problem with Outlook

5 - Planning

Closed

Software

Software

2021-04-27 08:11:12

demo

INC9583556 2021-02-25 09:42:44

something's wrong with my

5 - Planning

Closed

Hardware

Hardware

2021-02-26 11:55:44

demo

INC9583310 2021-03-15 04:23:54

email setup on my laptop

2 - High

Closed

Inquiry / Help

Software

2021-03-19 04:10:54

demo

INC9583156 2021-03-05 06:47:41

why is my laptop slow?

1 - Critical

Closed

Hardware

Hardware

2021-03-07 21:22:41

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9582854 2021-05-15 13:18:31

I couldnt connect to my VPN

4 - Low

Closed

Network

ITSM Engineering

2021-05-20 00:22:31

demo

INC9582622 2021-04-19 04:54:06

email down

1 - Critical

Closed

Software

Software

2021-04-20 09:49:06

demo

INC9582552 2021-05-19 10:39:25

can't connect to vpn on my computer

4 - Low

In Progress

Network

ITSM Engineering

2021-05-19 17:25:25

demo

INC9581793 2021-04-08 15:57:38

help me with my VPN

1 - Critical

Closed

Network

ITSM Engineering

2021-04-12 14:23:38

demo

INC9581700 2021-03-05 09:15:02

email on android

4 - Low

Closed

Inquiry / Help

Software

2021-03-09 10:17:02

demo

INC9580352 2021-04-07 00:56:45

I have a network issue

2 - High

Closed

Network

ITSM Engineering

2021-04-08 15:36:45

demo

INC9580255 2021-02-26 14:54:12

Show me how to troubleshoot printer issues

1 - Critical

Closed

Hardware

Service Desk

2021-02-27 10:34:12

demo

INC9580251 2021-03-03 07:38:39

where do I configure outlook

4 - Low

Closed

Inquiry / Help

Software

2021-03-04 17:52:39

demo

INC9579922 2021-04-09 04:28:25

I have a problem with Outlook

1 - Critical

Closed

Software

Software

2021-04-09 08:35:25

demo

INC9579885 2021-04-22 00:53:21

There is something wrong with the printer.

1 - Critical

Closed

Hardware

Service Desk

2021-04-23 09:15:21

demo

INC9579582 2021-04-24 16:47:25

something is wrong with the printer

5 - Planning

Closed

Hardware

Service Desk

2021-04-25 19:01:25

demo

INC9578765 2021-05-04 22:59:18

Please reset password for mahesh@ab c.com

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-05 06:04:18

demo

INC9578761 2021-05-18 18:31:18

I need help with email setup on my laptop

5 - Planning

Closed

Inquiry / Help

Software

2021-05-21 21:54:18

demo

INC9577862 2021-04-24 23:31:18

iphone email

2 - High

Closed

Inquiry / Help

Software

2021-04-27 11:27:18

demo

INC9577798 2021-05-03 10:24:49

remove users to distribution list

1 - Critical

In Progress

Inquiry / Help

Service Desk

2021-05-03 22:12:49

demo

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2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Page 56

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Closed

Inquiry / Help

Service Desk

2021-02-25 06:09:58

demo

Updated by

INC9576074 2021-02-24 05:24:58

Update distribution list members

1 - Critical

INC9575975 2021-05-14 18:52:13

what are the details to setup my email

3 - Moderate In Progress

Inquiry / Help

Software

2021-05-15 00:39:13

demo

INC9575588 2021-04-30 23:31:33

There is something wrong with the printer.

3 - Moderate Closed

Hardware

Service Desk

2021-05-02 21:22:33

demo

INC9575544 2021-05-10 06:05:18

i am having printing problems

4 - Low

Closed

Hardware

Service Desk

2021-05-12 13:22:18

demo

INC9575320 2021-05-10 12:19:48

I have a problem with my email.

2 - High

In Progress

Software

Software

2021-05-10 17:31:48

demo

INC9574640 2021-05-18 08:44:35

I'm having issues with my email on my ph

5 - Planning

Closed

Software

Software

2021-05-19 15:41:35

demo

INC9574065 2021-05-10 08:41:43

How do I configure email on iPhone

4 - Low

Closed

Inquiry / Help

Software

2021-05-10 18:16:43

demo

INC9573745 2021-04-07 23:42:26

printer problem

2 - High

Closed

Hardware

Service Desk

2021-04-12 15:46:26

demo

INC9573581 2021-05-01 16:14:04

VPN is unavailable

2 - High

Closed

Network

ITSM Engineering

2021-05-06 00:19:04

demo

INC9572846 2021-04-25 18:39:05

Search for my key

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-29 04:55:05

demo

INC9572834 2021-04-20 10:51:38

I haven't received any emails in two days is there something wrong with my account?

3 - Moderate Closed

Software

Software

2021-04-25 07:30:38

demo

INC9572622 2021-05-06 21:31:48

how can I add an email to the distribution list?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-05-10 16:51:48

demo

INC9571150 2021-04-28 02:22:19

How do I reset my pw

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-02 19:49:19

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9570792 2021-05-17 19:55:32

Cannot access VPN from my MacBook

4 - Low

Closed

Network

ITSM Engineering

2021-05-20 02:58:32

demo

INC9570267 2021-03-12 05:56:21

outlook is hosed

5 - Planning

Closed

Software

Software

2021-03-14 11:19:21

demo

INC9570076 2021-05-17 20:16:17

can I remove someone from a distribution list?

1 - Critical

In Progress

Inquiry / Help

Service Desk

2021-05-18 01:43:17

demo

INC9569357 2021-05-02 22:23:27

email not sending

3 - Moderate Closed

Software

Software

2021-05-06 19:27:27

demo

INC9568797 2021-03-23 01:57:32

help me with my VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-03-23 06:09:32

demo

INC9568361 2021-04-20 03:53:47

printer broken

5 - Planning

Closed

Hardware

Service Desk

2021-04-22 16:02:47

demo

INC9567025 2021-05-11 08:29:31

my password isn't working

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-14 17:34:31

demo

INC9566021 2021-02-24 20:51:16

What port should I use for the email server?

5 - Planning

Closed

Software

Software

2021-03-01 11:19:16

demo

INC9565525 2021-04-01 05:48:11

vpn access request

3 - Moderate Closed

Network

ITSM Engineering

2021-04-01 23:22:11

demo

INC9565466 2021-04-23 20:02:01

I am having problems with my email

2 - High

Closed

Software

Software

2021-04-25 20:03:01

demo

INC9565364 2021-05-05 07:32:23

my mac is slow

5 - Planning

In Progress

Hardware

Hardware

2021-05-05 14:25:23

demo

INC9565203 2021-03-11 22:10:22

can I remove someone from a dl

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-12 10:31:22

demo

INC9565127 2021-03-15 14:14:53

printer error message

2 - High

Closed

Hardware

Service Desk

2021-03-15 16:23:53

demo

INC9564693 2021-03-26 15:29:17

please help me set up email on my phone

5 - Planning

Closed

Inquiry / Help

Software

2021-03-29 20:31:17

demo

INC9563133 2021-04-22 15:21:03

Im having issues with my email

2 - High

Closed

Software

Software

2021-04-23 22:40:03

demo

INC9562887 2021-05-17 19:29:30

My VPN isn't working

1 - Critical

Closed

Network

ITSM Engineering

2021-05-18 10:18:30

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 58

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9562802 2021-03-08 17:13:29

Remove me from an email distribution lis

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-09 13:41:29

demo

INC9562689 2021-03-18 13:24:22

troubleshoot computer

2 - High

Closed

Hardware

Hardware

2021-03-21 23:11:22

demo

INC9561836 2021-04-17 18:08:12

I want to set up an email

5 - Planning

Closed

Inquiry / Help

Software

2021-04-20 21:28:12

demo

INC9561786 2021-03-11 15:43:04

How do I make a new password?

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-16 15:57:04

demo

INC9560610 2021-03-29 02:03:02

how do I get the printer to work

1 - Critical

Closed

Hardware

Service Desk

2021-03-29 11:56:02

demo

INC9560095 2021-03-01 11:21:35

Search for my key

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-03-01 11:37:35

demo

INC9559142 2021-05-11 05:39:14

add user to dist list

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-11 06:15:14

demo

INC9558795 2021-02-23 13:43:03

I am unable to send or receive emails to

1 - Critical

Closed

Software

Software

2021-02-28 07:40:03

demo

INC9558792 2021-04-25 14:17:20

where is the nearest printer

3 - Moderate Closed

Hardware

Service Desk

2021-04-28 00:30:20

demo

INC9558607 2021-03-10 19:39:36

How do I set up email on my iPhone ?

3 - Moderate Closed

Inquiry / Help

Software

2021-03-12 03:24:36

demo

INC9558270 2021-05-07 13:55:37

remove myself from an email group

4 - Low

Closed

Inquiry / Help

Service Desk

2021-05-08 15:33:37

demo

INC9557185 2021-04-14 22:27:46

distribution list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-16 18:17:46

demo

INC9556884 2021-05-09 15:42:09

open email ticket

4 - Low

Closed

Software

Software

2021-05-14 04:36:09

demo

INC9556671 2021-05-09 00:39:09

broken VPN

1 - Critical

In Progress

Network

ITSM Engineering

2021-05-09 06:39:09

demo

INC9556355 2021-03-25 18:33:33

Manage a distribution list

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-29 19:06:33

demo

INC9554723 2021-05-06 08:00:20

My computer is running very slowly

3 - Moderate Closed

Hardware

Hardware

2021-05-11 07:54:20

demo

INC9554700 2021-05-09 23:39:30

setup my email client

1 - Critical

Inquiry / Help

Software

2021-05-13 00:33:30

demo

Run By : Yuqi Zhou

Closed

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9553591 2021-05-07 10:41:42

Disconnecte d from VPN on my mobile

4 - Low

In Progress

Network

ITSM Engineering

2021-05-07 15:13:42

demo

INC9551213 2021-03-22 16:20:28

My printer is having problems.

4 - Low

Closed

Hardware

Service Desk

2021-03-25 18:33:28

demo

INC9551134 2021-04-28 23:15:28

out of paper in the printer

1 - Critical

Closed

Hardware

Service Desk

2021-05-03 20:49:28

demo

INC9551046 2021-05-11 11:58:44

What link can I use to reset my password?

2 - High

Closed

Inquiry / Help

Service Desk

2021-05-13 06:32:44

demo

INC9549532 2021-05-16 08:05:38

help with setup for email

3 - Moderate Closed

Inquiry / Help

Software

2021-05-17 07:25:38

demo

INC9549400 2021-02-27 02:32:53

There's a problem with my emai

2 - High

Closed

Software

Software

2021-02-27 06:57:53

demo

INC9548999 2021-04-25 14:41:00

How do I troubleshoot printer issues

3 - Moderate Closed

Hardware

Service Desk

2021-04-28 06:50:00

demo

INC9548960 2021-04-22 00:18:12

i cant connect to the VPN

4 - Low

Closed

Network

ITSM Engineering

2021-04-24 23:07:12

demo

INC9548383 2021-05-12 22:20:01

my email is broken

2 - High

Closed

Software

Software

2021-05-15 09:52:01

demo

INC9547689 2021-03-13 16:38:59

add to distribution

2 - High

Closed

Inquiry / Help

Service Desk

2021-03-15 08:41:59

demo

INC9546924 2021-03-06 17:51:57

setup my email client

3 - Moderate Closed

Inquiry / Help

Software

2021-03-11 00:38:57

demo

INC9544379 2021-04-27 18:38:27

my password isnt working

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-04-27 20:57:27

demo

INC9544092 2021-03-13 00:13:01

Request Distrubution list

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-15 17:17:01

demo

INC9544019 2021-05-10 15:04:21

my mac is slow

1 - Critical

In Progress

Hardware

Hardware

2021-05-11 02:32:21

demo

INC9543867 2021-03-19 11:27:55

how can I speed up my computer

2 - High

Closed

Hardware

Hardware

2021-03-21 23:32:55

demo

INC9542928 2021-05-11 16:47:50

Update a distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-05-14 00:51:50

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

  Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9542834 2021-05-13 20:29:00

I can't remember my password to surf can you reset it for me?

1 - Critical

In Progress

Inquiry / Help

Service Desk

2021-05-14 05:11:00

demo

INC9542742 2021-03-28 09:56:48

I am having issues with my VPN

5 - Planning

Closed

Network

ITSM Engineering

2021-03-30 10:39:48

demo

INC9542542 2021-04-18 10:16:48

email issue

1 - Critical

Closed

Software

Software

2021-04-20 14:49:48

demo

INC9541253 2021-05-19 18:44:58

where is my document in the pool

3 - Moderate Closed

Hardware

Service Desk

2021-05-23 22:15:58

demo

INC9541243 2021-03-05 12:22:53

Can you help me get my email on my phone?

1 - Critical

Closed

Inquiry / Help

Software

2021-03-09 11:00:53

demo

INC9540708 2021-05-14 11:17:02

I am not able to connect to the VPN

2 - High

Closed

Network

ITSM Engineering

2021-05-18 03:22:02

demo

INC9539154 2021-05-16 03:59:11

How do I fix the printer issues?

4 - Low

In Progress

Hardware

Service Desk

2021-05-16 10:22:11

demo

INC9538620 2021-04-03 05:14:07

where do I configure outlook

3 - Moderate Closed

Inquiry / Help

Software

2021-04-03 11:18:07

demo

INC9537855 2021-03-30 06:27:06

email on iphone

4 - Low

Closed

Inquiry / Help

Software

2021-04-03 04:56:06

demo

INC9537431 2021-03-16 18:27:30

I'm having an issue with my email.

1 - Critical

Closed

Software

Software

2021-03-20 19:44:30

demo

INC9537247 2021-05-11 06:38:08

printer is having issues

4 - Low

Closed

Hardware

Service Desk

2021-05-16 01:43:08

demo

INC9537148 2021-03-17 16:36:27

why my pc is slow?

3 - Moderate Closed

Hardware

Hardware

2021-03-18 17:43:27

demo

INC9537023 2021-04-05 12:06:04

email distribution

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-09 22:15:04

demo

INC9536198 2021-05-06 07:07:02

Cannot sent email

4 - Low

In Progress

Software

Software

2021-05-06 15:15:02

demo

INC9535877 2021-04-06 13:37:46

What printers are available?

3 - Moderate Closed

Hardware

Service Desk

2021-04-09 22:11:46

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

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Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9535537 2021-04-20 19:05:05

How do I get my email on my phone?

2 - High

Closed

Inquiry / Help

Software

2021-04-24 19:15:05

demo

INC9534651 2021-03-01 00:13:04

fix slow computer

5 - Planning

Closed

Hardware

Hardware

2021-03-02 15:02:04

demo

INC9533985 2021-05-07 19:34:52

How do I fix my email?

4 - Low

In Progress

Software

Software

2021-05-08 07:14:52

demo

INC9533976 2021-05-12 02:35:45

I'm having issues with my email

1 - Critical

Closed

Software

Software

2021-05-12 20:39:45

demo

INC9533944 2021-05-11 18:21:03

get email on phone

5 - Planning

In Progress

Inquiry / Help

Software

2021-05-11 21:47:03

demo

INC9532927 2021-03-29 06:19:23

my laptop won't connect

2 - High

Closed

Network

ITSM Engineering

2021-03-30 11:28:23

demo

INC9531045 2021-04-20 00:15:25

can I remove someone from a distribution list?

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-21 16:23:25

demo

INC9530508 2021-05-02 06:46:37

can't connect to VPN on my windows machine

4 - Low

Closed

Network

ITSM Engineering

2021-05-06 08:55:37

demo

INC9530227 2021-05-04 11:22:29

I don't have access to the internal network

4 - Low

In Progress

Network

ITSM Engineering

2021-05-04 13:07:29

demo

INC9528030 2021-05-01 20:01:21

the printer not working

5 - Planning

Closed

Hardware

Service Desk

2021-05-05 05:08:21

demo

INC9526731 2021-02-24 22:31:38

reseting password

4 - Low

Closed

Inquiry / Help

Service Desk

2021-02-28 01:41:38

demo

INC9526033 2021-02-19 19:38:45

How do I connect to the VPN

3 - Moderate Closed

Network

ITSM Engineering

2021-02-23 02:41:45

demo

INC9525917 2021-05-16 10:25:05

fix slow computer

4 - Low

Closed

Hardware

Hardware

2021-05-16 15:48:05

demo

INC9524734 2021-04-17 20:20:04

I'm having trouble connecting to the VPN

1 - Critical

Closed

Network

ITSM Engineering

2021-04-20 21:39:04

demo

INC9524664 2021-04-23 21:32:27

I need to setup my email

3 - Moderate Closed

Inquiry / Help

Software

2021-04-25 15:10:27

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Page 62

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9524651 2021-04-22 05:24:21

My computer is too slow.

3 - Moderate Closed

Hardware

Hardware

2021-04-24 11:29:21

demo

INC9524535 2021-04-22 15:32:21

Troubleshoo t email issue

5 - Planning

Closed

Software

Software

2021-04-24 08:21:21

demo

INC9523133 2021-04-13 11:57:21

How do I setup VPN?

3 - Moderate Closed

Network

ITSM Engineering

2021-04-17 09:13:21

demo

INC9522751 2021-03-14 21:22:13

remove from distribution list

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-15 12:18:13

demo

INC9522387 2021-04-13 01:54:19

add user to dist list

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-16 23:53:19

demo

INC9521932 2021-05-01 12:28:46

Printer doesn't work

2 - High

Closed

Hardware

Service Desk

2021-05-05 07:43:46

demo

INC9521791 2021-05-04 12:32:17

my pc is slow

2 - High

Closed

Hardware

Hardware

2021-05-06 06:11:17

demo

INC9521543 2021-04-30 23:02:04

How do I setup email on my new computer?

5 - Planning

Closed

Inquiry / Help

Software

2021-05-04 13:11:04

demo

INC9521133 2021-05-17 17:33:45

email distribution

4 - Low

In Progress

Inquiry / Help

Service Desk

2021-05-17 18:05:45

demo

INC9520491 2021-04-02 11:28:45

my printer is out of ink

3 - Moderate Closed

Hardware

Service Desk

2021-04-02 21:53:45

demo

INC9519149 2021-04-30 23:54:17

please send me a link to reset my password

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-05-05 21:59:17

demo

INC9519052 2021-03-26 02:04:57

Add or change members to DL

4 - Low

Closed

Inquiry / Help

Service Desk

2021-03-28 01:04:57

demo

INC9518393 2021-03-15 13:28:26

I am getting an error when I try and print

5 - Planning

Closed

Hardware

Service Desk

2021-03-16 20:03:26

demo

INC9518391 2021-04-27 19:32:43

I am having a problem with my email

4 - Low

Closed

Software

Software

2021-04-29 12:37:43

demo

INC9517923 2021-03-08 12:03:20

Can I get a password reset link?

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-09 21:29:20

demo

INC9517688 2021-03-21 19:29:59

IT help for my computer

2 - High

Closed

Hardware

Hardware

2021-03-24 22:04:59

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9516996 2021-02-23 14:12:28

I can't access to my mailbox can you help

5 - Planning

Closed

Software

Software

2021-02-24 04:54:28

demo

INC9516863 2021-03-11 10:43:51

remove from DL

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-03-11 23:28:51

demo

INC9516713 2021-05-03 13:26:39

How do I reset my pw

4 - Low

In Progress

Inquiry / Help

Service Desk

2021-05-03 15:16:39

demo

INC9516327 2021-05-17 02:17:40

setup email for new phone

3 - Moderate In Progress

Inquiry / Help

Software

2021-05-17 08:50:40

demo

INC9515899 2021-03-08 18:50:16

What is the POP server?

5 - Planning

Software

Software

2021-03-10 04:51:16

demo

INC9514988 2021-05-19 10:03:44

I don't remember my password

3 - Moderate In Progress

Inquiry / Help

Service Desk

2021-05-19 19:01:44

demo

INC9514510 2021-04-05 18:41:24

I cannot receive emails

4 - Low

Closed

Software

Software

2021-04-10 09:01:24

demo

INC9514382 2021-04-12 22:32:20

can't access OWA

4 - Low

Closed

Software

Software

2021-04-15 18:43:20

demo

INC9513612 2021-04-14 16:45:48

are there instructions for setting up email

5 - Planning

Closed

Inquiry / Help

Software

2021-04-17 12:53:48

demo

INC9513283 2021-05-07 11:34:13

who can help with my slow mac?

1 - Critical

Closed

Hardware

Hardware

2021-05-08 05:21:13

demo

INC9512906 2021-04-25 13:16:55

email not working on iphone

4 - Low

Closed

Software

Software

2021-04-30 02:44:55

demo

INC9512604 2021-04-22 18:08:24

My computer is not supporting

5 - Planning

Closed

Hardware

Hardware

2021-04-24 14:48:24

demo

INC9511859 2021-02-26 10:17:25

how do I make changes to the email distribution list?

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-02-27 21:24:25

demo

INC9511359 2021-04-11 13:43:06

Please help me reset my password

3 - Moderate Closed

Inquiry / Help

Service Desk

2021-04-14 06:56:06

demo

Run By : Yuqi Zhou

Closed

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9511158 2021-03-29 18:56:38

Can I get help setting up my email?

1 - Critical

Closed

Inquiry / Help

Software

2021-04-02 01:41:38

demo

INC9510837 2021-05-10 18:46:03

something's wrong with my

2 - High

In Progress

Hardware

Hardware

2021-05-11 01:59:03

demo

INC9510568 2021-04-02 08:18:49

Please reset password for mahesh@ab c.com

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-04-03 21:07:49

demo

INC9509588 2021-05-09 08:56:34

email broken

2 - High

Closed

Software

Software

2021-05-11 10:09:34

demo

INC9509559 2021-05-11 11:48:13

android email setup

5 - Planning

Closed

Inquiry / Help

Software

2021-05-12 21:29:13

demo

INC9509379 2021-04-21 16:00:54

I want to stop receiving emails from al

4 - Low

Closed

Inquiry / Help

Service Desk

2021-04-25 07:54:54

demo

INC9508032 2021-05-16 10:39:03

how do I report a printer problem?

4 - Low

Closed

Hardware

Service Desk

2021-05-17 06:04:03

demo

INC9507313 2021-04-29 22:09:25

How do you troubleshoot printer issues?

2 - High

Closed

Hardware

Service Desk

2021-05-04 16:55:25

demo

INC9507148 2021-04-25 00:36:16

email on pixel

3 - Moderate Closed

Inquiry / Help

Software

2021-04-28 03:02:16

demo

INC9506919 2021-05-15 03:40:24

my computer is having poor audio

4 - Low

Closed

Hardware

Hardware

2021-05-19 04:10:24

demo

INC9506876 2021-03-29 05:25:53

not receiving email

4 - Low

Closed

Software

Software

2021-04-01 06:54:53

demo

INC9506453 2021-05-12 00:30:31

email setup on my laptop

1 - Critical

Closed

Inquiry / Help

Software

2021-05-12 04:58:31

demo

INC9506150 2021-03-24 02:20:39

how do i set up outlook on my iphone

4 - Low

Closed

Inquiry / Help

Software

2021-03-26 18:36:39

demo

INC9506041 2021-05-02 07:11:48

how to use VPN

2 - High

Closed

Network

ITSM Engineering

2021-05-04 23:23:48

demo

INC9504962 2021-02-22 20:50:26

my email doesn't work right

5 - Planning

Closed

Software

Software

2021-02-25 20:03:26

demo

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

 Number

Opened

Short descri Caller ption

Priority

State

Category

Assignment Assigned to Updated group

Updated by

INC9503918 2021-03-11 19:11:51

Remove my name from a DL

1 - Critical

Closed

Inquiry / Help

Service Desk

2021-03-12 04:24:51

demo

INC9503475 2021-04-06 08:53:38

configuring my email

4 - Low

Closed

Inquiry / Help

Software

2021-04-08 19:36:38

demo

INC9502497 2021-04-27 19:27:19

I need a new password

2 - High

Closed

Inquiry / Help

Service Desk

2021-04-29 15:46:19

demo

INC9502159 2021-05-07 03:01:22

How to setup VPN

5 - Planning

In Progress

Network

ITSM Engineering

2021-05-07 14:58:22

demo

INC9501221 2021-05-16 21:56:32

I want to file a ticket with IT

4 - Low

Closed

Hardware

Hardware

2021-05-21 18:14:32

demo

INC9501205 2021-04-21 15:17:54

I can't send emails

1 - Critical

Closed

Software

Software

2021-04-24 02:49:54

demo

INC9500873 2021-02-24 17:14:16

Virtual private network issues

1 - Critical

Closed

Network

ITSM Engineering

2021-02-25 23:18:16

demo

INC9500484 2021-04-28 08:04:57

I need help with setting up my email

2 - High

Closed

Inquiry / Help

Software

2021-04-28 21:43:57

demo

INC9499984 2021-04-29 05:10:35

I need to add or remove people from my DL

5 - Planning

Closed

Inquiry / Help

Service Desk

2021-05-03 23:28:35

demo

INC9499687 2021-03-07 18:35:27

The printer will not print my document

4 - Low

Closed

Hardware

Service Desk

2021-03-08 21:12:27

demo

INC9499638 2021-05-15 18:28:03

computer issues

2 - High

Closed

Hardware

Hardware

2021-05-17 17:59:03

demo

INC9499072 2021-02-23 07:37:52

troubleshoot my computer

3 - Moderate Closed

Hardware

Hardware

2021-02-25 02:32:52

demo

INC9499042 2021-05-14 15:15:22

I have a problem with my VPN

5 - Planning

Network

ITSM Engineering

2021-05-14 23:56:22

demo

Run By : Yuqi Zhou

In Progress

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9999902

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Resolved

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I need assistance setting up my email Description: I need assistance setting up my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-09 19:01:41

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9999866

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer is being slow Description: my computer is being slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-20 04:50:53

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 68

Incident Number:

INC9999825

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I am unable to set up email on my mobile
Description: I am unable to set up email on my mobile

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-22 12:42:35

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 69

Incident Number:

INC9998848

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: issues connecting to network Description: issues connecting to network

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-15 03:55:44

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 70

Incident Number:

INC9998074

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Resolved

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: make new password Description: make new password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-14 23:21:52

Resolution notes: Nothing special to report.

Incident Number:

INC9996606

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Resolved

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: please add name to [DISTRIBUTION] distribution list Description: please add name to [DISTRIBUTION] distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-06 09:20:03

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9995546

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: frozen computer Description: frozen computer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-09 01:04:56

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 73

Incident Number:

INC9994408

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: how to use a vpn Description: how to use a vpn

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-19 21:55:34

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9993487

Caller: Category:

Software

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I cant open emails Description: I cant open emails

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-15 15:42:12

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 75

Incident Number:

INC9993253

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Reset paddword Description: Reset paddword

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-04 16:05:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9992845

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: setup my email client Description: setup my email client

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-16 07:06:13

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9992026

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: how do I print to Description: how do I print to

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-19 12:27:56

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9991319

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: slow laptop Description: slow laptop

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-24 08:09:40

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 79

Incident Number:

INC9991212

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Resolved

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How do I manage distribution list? Description: How do I manage distribution list?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-23 03:09:14

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 80

Incident Number:

INC9991181

Caller: Category:

Hardware

Channel:

Email

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: the printer isn't working I can't print Description: the printer isn't working I can't print

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9989754

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: need to amend the distribution list Description: need to amend the distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-16 06:42:42

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9989159

Caller: Category:

Network

Channel:

Walk-in

State:

Resolved

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: I'm having issues with my vpn Description: I'm having issues with my vpn

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-18 20:49:41

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9988132

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: My printer is having problems. Description: My printer is having problems.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-16 06:40:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 84

Incident Number:

INC9988101

Caller: Category:

Network

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: What do I use for my password in Vpn Description: What do I use for my password in Vpn

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-17 01:42:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 85

Incident Number:

INC9986890

Caller: Category:

Hardware

Channel:

Email

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: the printer will not work Description: the printer will not work

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9986097

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: the printer is having issues Description: the printer is having issues

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-27 04:33:01

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 87

Incident Number:

INC9984830

Caller: Category:

Software

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I'm having issues with my email on my ph Description: I'm having issues with my email on my ph

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-30 08:15:53

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9983721

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: set up phone email Description: set up phone email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-04 19:26:54

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9983089

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: help with setup for email Description: help with setup for email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 90

Incident Number:

INC9982713

Caller: Category:

Network

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: My VPN is slow Description: My VPN is slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-21 13:35:13

Resolution notes: Nothing special to report.

Incident Number:

INC9982484

Caller: Category:

Hardware

Channel:

Walk-in

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I cannot find the printer Description: I cannot find the printer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9982275

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: VPN connection is broken in my iphone
Description: VPN connection is broken in my iphone

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-13 03:59:43

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9982224

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How do you reset your password? Description: How do you reset your password?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-06 09:09:58

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9982175

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: email list Description: email list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-20 18:25:43

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 95

Incident Number:

INC9981857

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: How can I get email setup Description: How can I get email setup

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-09 06:16:57

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9981163

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I forgot my alico password Description: I forgot my alico password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-26 13:29:55

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 97

Incident Number:

INC9981018

Caller: Category:

Software

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I have troubles with my email Description: I have troubles with my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-02-25 06:12:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9980123

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: hey my computer is running really slow
Description: hey my computer is running really slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-26 10:23:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9979378

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: I think my computer has reached its maximum RAM capacity Description: I think my computer has reached its maximum RAM capacity

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-14 19:18:36

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9978838

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove from distribution Description: remove from distribution

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-19 06:08:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9977949

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How do I change my password Description:
How do I change my password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9977520

Caller: Category:

Network

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: how do I fix VPN? Description: how do I fix VPN?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-07 20:40:30

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 103

Incident Number:

INC9976707

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: What are the default settings for email setup? Description: What are the default settings for email setup?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-03 19:14:28

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 104

Incident Number:

INC9976279

Caller: Category:

Hardware

Channel:

Self-service

State:

Resolved

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: My computer is being slow and I don't know why Description: My computer is being slow and I don't know why

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-06 20:56:20

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 105

Incident Number:

INC9975527

Caller: Category:

Software

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I cannot receive emails Description: I cannot receive emails

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-18 21:20:03

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9975444

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How do I manage distribution list? Description: How do I manage distribution list?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-19 16:58:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 107

Incident Number:

INC9975248

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: how to set up email on mac Description: how to set up email on mac

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-03 13:27:19

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 108

Incident Number:

INC9973718

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: add to dist list Description: add to dist list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-13 17:28:56

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9973234

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: what is my computer's speed Description: what is my computer's speed

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-01 01:39:42

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 110

Incident Number:

INC9973036

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Remove xyz@abc.com from dev auth distribution list Description: Remove xyz@abc.com from dev auth distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Incident Number:

INC9972861

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: The printer is jammed Description: The printer is jammed

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-17 00:49:26

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 112

Incident Number:

INC9972352

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I have a printer problem Description: I have a printer problem

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-25 00:25:35

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 113

Incident Number:

INC9971816

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove a user from an email list Description: remove a user from an email list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-02-26 13:01:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9971796

Caller: Category:

Hardware

Channel:

Self-service

State:

Resolved

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: Tell me how to troubleshoot printer issues
Description: Tell me how to troubleshoot printer issues

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-06 10:25:46

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 115

Incident Number:

INC9971197

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: my VPN connectivity is down Description: my VPN connectivity is down

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-06 10:18:15

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9971141

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: pc email setup Description: pc email setup

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-02 09:41:33

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9970221

Caller: Category:

Software

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I have troubles with my email Description: I have troubles with my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-21 22:12:49

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9969733

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I'm having trouble with the printer. Description: I'm having trouble with the printer.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-23 13:41:38

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9969525

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: For email mahesh@abc.com reset the password Description: For email mahesh@abc.com reset the password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 120

Incident Number:

INC9968679

Caller: Category:

Hardware

Channel:

Phone

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I'm having trouble with the printer. Description: I'm having trouble with the printer.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 121

Incident Number:

INC9968532

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Help me setup my email Description: Help me setup my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-11 22:42:59

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9967908

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: How do I fix the printer? Description: How do I fix the printer?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-28 10:23:24

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 123

Incident Number:

INC9967301

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my laptop is slow Description: my laptop is slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-15 18:22:38

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9967279

Caller: Category:

Hardware

Channel:

Phone

State:

Resolved

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: there is an issue with the printer Description: there is an issue with the printer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-23 12:53:33

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 125

Incident Number:

INC9967013

Caller: Category:

Hardware

Channel:

Walk-in

State:

Resolved

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: My computer is too slow. Description: My computer is too slow.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-16 12:00:46

Resolution notes: Nothing special to report.

Incident Number:

INC9966927

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: email distribution Description: email distribution

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-02-20 12:42:56

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 127

Incident Number:

INC9966638

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Search for my key Description: Search for my key

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-31 20:14:38

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 128

Incident Number:

INC9966440

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I have issues with setting up my email
Description: I have issues with setting up my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-17 00:17:31

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9966235

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Who can help me setup my email? Description: Who can help me setup my email?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-05 03:09:49

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 130

Incident Number:

INC9966096

Caller: Category:

Network

Channel:

Phone

State:

Resolved

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: why does my VPN not work? Description: why does my VPN not work?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-14 20:19:35

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9965782

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Resolved

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I'm having trouble with email on my phon
Description: I'm having trouble with email on my phon

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-02 11:21:57

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 132

Incident Number:

INC9965588

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove from distribution Description: remove from distribution

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-20 14:53:01

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9965394

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: the printer won't print Description: the printer won't print

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-13 13:37:17

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9964906

Caller: Category:

Network

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: VPN access article Description: VPN access article

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-05 08:17:57

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9964796

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: How to install printers Description: How to install printers

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-11 08:57:27

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9964360

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: Issues with my printer Description: Issues with my printer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-02-25 07:04:04

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9964272

Caller: Category:

Network

Channel:

Walk-in

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: VPN not connecting Description: VPN not connecting

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9963687

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Is there a way that I can reset my password
Description: Is there a way that I can reset my password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-05 03:41:22

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 139

Incident Number:

INC9963029

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: vpn connect Description: vpn connect

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-19 18:53:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9963017

Caller: Category:

Software

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I cannot send emails Description: I cannot send emails

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-12 02:48:54

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9962390

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: How do I set up email on my phone Description: How do I set up email on my phone

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-08 14:56:19

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9961987

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I need to change my distribution lists Description: I need to change my distribution lists

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-05 16:16:14

Resolution notes: Nothing special to report.

Incident Number:

INC9961941

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: change a distribution list Description: change a distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-04 19:08:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9961777

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: configuring my email Description: configuring my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-20 05:49:30

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9961413

Caller: Category:

Network

Channel:

Self-service

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: Help me connect to VPN Description: Help me connect to VPN

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9960501

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: my email is down Description: my email is down

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-17 01:05:02

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 147

Incident Number:

INC9960471

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: device email Description: device email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-05 01:30:49

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9959598

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer keeps freezing Description: my computer keeps freezing

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-17 21:01:20

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 149

Incident Number:

INC9959544

Caller: Category:

Network

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: What is the VPN? Description: What is the VPN?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-29 21:51:55

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 150

Incident Number:

INC9959209

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: who is a member of dl Description: who is a member of dl

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-02-20 18:40:51

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 151

Incident Number:

INC9958844

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: Why does the printer on floor 7 all screwy?
Description: Why does the printer on floor 7 all screwy?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-14 16:50:28

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 152

Incident Number:

INC9958586

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Search for my key Description: Search for my key

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-20 01:02:02

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9958021

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Resolved

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove from dist list Description: remove from dist list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-08 16:17:24

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9957926

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: help me with the printer Description: help me with the printer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-02 22:40:31

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 155

Incident Number:

INC9957410

Caller: Category:

Hardware

Channel:

Phone

State:

Resolved

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I am getting an error when I try and print
Description: I am getting an error when I try and print

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-07 11:51:55

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9956773

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: email on android Description: email on android

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-02 22:25:16

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 157

Incident Number:

INC9956709

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: device email Description: device email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-28 00:40:50

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9956171

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Troubleshoot email issue Description: Troubleshoot email issue

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-02-22 03:26:24

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 159

Incident Number:

INC9956107

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: updating distribution list Description: updating distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-16 04:12:36

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident List

Incident Number:

INC9955572

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: set up email Description: set up email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-31 09:15:21

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 161

Incident Number:

INC9954952

Caller: Category:

Software

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Email Troublshooting Description: Email Troublshooting

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-18 16:37:53

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9953903

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How do you reset your password? Description: How do you reset your password?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-01 11:44:08

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9953229

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: can't connect Description: can't connect

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-18 09:04:19

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 164

Incident Number:

INC9953109

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: help with distribution list Description: help with distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-03 15:23:10

Resolution notes: Nothing special to report.

Incident Number:

INC9953060

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: What is the SMTP server host? Description: What is the SMTP server host?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9952926

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: how do I fix my email issue? Description: how do I fix my email issue?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-22 23:24:54

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9952752

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: i want to create a new password Description: i want to create a new password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-11 13:57:37

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9951488

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer got hanged up Description: my computer got hanged up

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-08 11:23:22

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9951417

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: can't connect to vpn on my computer Description: can't connect to vpn on my computer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-16 03:01:42

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9950722

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove from dist list Description: remove from dist list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-17 23:36:20

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9950407

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How do I manage a DL? Description: How do I manage a DL?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-19 13:52:53

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 172

Incident Number:

INC9949995

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: What can I do if my computer is slow?
Description: What can I do if my computer is slow?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-11 17:14:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 173

Incident Number:

INC9949509

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: My Computer is slow and i need to file a Description: My Computer is slow and i need to file a

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-13 16:30:52

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9948295

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printers Description: printers

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-08 18:18:58

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9948155

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: configuring my email Description: configuring my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-05 13:53:40

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9947623

Caller: Category:

Network

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: can't access VPN Description: can't access VPN

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-13 19:25:00

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 177

Incident Number:

INC9947567

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printers out of toner Description: printers out of toner

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-07 11:57:55

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9947009

Caller: Category:

Network

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: vpn connect Description: vpn connect

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-30 01:56:27

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 179

Incident Number:

INC9946747

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: How can I make a printer work again?
Description: How can I make a printer work again?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-17 17:49:57

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9945893

Caller: Category:

Software

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: email does not work Description: email does not work

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-22 17:09:49

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 181

Incident Number:

INC9945813

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: VPN connectivity Description: VPN connectivity

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-17 20:11:14

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident List

Incident Number:

INC9945365

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I need a new password Description: I need a new password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-20 19:24:52

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9943902

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: please send me a password reset link Description: please send me a password reset link

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-14 03:51:46

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 184

Incident Number:

INC9943687

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: forgot my password Description: forgot my password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-11 15:18:03

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9943168

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: I don't have access to the internal network
Description: I don't have access to the internal network

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-15 18:55:35

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 186

Incident Number:

INC9942902

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: I am having problems with my computer Description: I am having problems with my computer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-02-27 09:06:01

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9942820

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: My computer is slow please help me. Description: My computer is slow please help me.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-07 04:29:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9942422

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer is really slow Description: my computer is really slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-25 22:11:26

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9941529

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer is slow help me Description: my computer is slow help me

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-02 11:18:05

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 190

Incident Number:

INC9941476

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Request Distrubution list Description: Request Distrubution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-02-24 18:18:35

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 191

Incident Number:

INC9940298

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: email on my phone Description: email on my phone

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9940260

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: need to remove users from distribution list
Description: need to remove users from distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-26 09:18:04

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9939209

Caller: Category:

Hardware

Channel:

Self-service

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printer problem Description: printer problem

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 194

Incident Number:

INC9938279

Caller: Category:

Network

457

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: My VPN isn't working Description: My VPN isn't working

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-06 07:50:43

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9937736

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove users to distribution list Description: remove users to distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-08 13:34:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9937544

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: forgot password Description: forgot password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-18 07:56:03

Resolution notes: Nothing special to report.

Incident Number:

INC9936417

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Let me manage the distribution list. Description: Let me manage the distribution list.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-31 14:27:06

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 198

Incident Number:

INC9935813

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: I don't have access to the internal network Description: I don't have access to the internal network

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-22 07:34:42

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 199

Incident Number:

INC9935483

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I couldn't connect to my printer Description:
I couldn't connect to my printer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-27 00:03:24

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9934727

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I want to add a user Description: I want to add a user

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-28 13:48:52

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 201

Incident Number:

INC9933871

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: how to get vpn access Description: how to get vpn access

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-02 03:37:06

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9933848

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Remove xyz@abc.com from dev auth distribution list Description: Remove xyz@abc.com from dev auth distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-22 05:25:54

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9933608

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: reset my corporate password Description: reset my corporate password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-17 04:30:17

Resolution notes: Nothing special to report.

Incident Number:

INC9931089

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove from email group Description: remove from email group

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-04 19:45:46

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9930324

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printer error message Description: printer error message

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-01 13:21:14

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9929886

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: system is running slow Description: system is running slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-04 04:20:43

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9929501

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Tell me the email server's host address Description: Tell me the email server's host address

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9929351

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: i'm unable to print Description: i'm unable
to print

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-06 16:47:47

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9928719

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: How to connect to VPN issues connecting with VPN Description: How to connect to VPN issues connecting with VPN

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-10 19:00:13

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9927908

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: there is an issue with my computer Description: there is an issue with my computer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-18 03:32:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 211

Incident Number:

INC9927288

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: Why is my computer so slow Description: Why is my computer so slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-21 02:06:44

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9927254

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: how to fix VPN Description: how to fix VPN

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-05 02:42:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9927086

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: New password please Description: New password please

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-09 13:41:54

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9926864

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: i cant connect to the VPN Description: i cant connect to the VPN

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-13 19:25:11

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9926847

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printer needs toner Description: printer needs toner

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-17 15:28:06

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9926439

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: i want to create a new password Description: i want to create a new password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-05 08:42:10

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9925956

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: How do I troubleshoot printer issues Description: How do I troubleshoot printer issues

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-19 07:18:35

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 218

Incident Number:

INC9925330

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: Vpn Policy server is not allowing me to connect to the network Description: Vpn Policy server is not allowing me to connect to the network

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-18 22:41:14

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 219

Incident Number:

INC9925313

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: Who to call if the printer isn't working Description: Who to call if the printer isn't working

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-07 09:18:43

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9924246

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: How to setup VPN Description: How to setup VPN

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-11 03:29:07

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9923608

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I need help with a printer Description: I need help with a printer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-03 22:34:25

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9923566

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: Trouble with VPN connection Description: Trouble with VPN connection

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-14 11:34:04

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 223

Incident Number:

INC9923080

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: create incident Description: create incident

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-27 18:28:02

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9921013

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: computer running slow Description: computer running slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-24 12:35:46

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 225

Incident Number:

INC9920902

Caller: Category:

Software

Subcategory:

Channel:

Phone

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: issues receiving emails Description: issues receiving emails

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

Incident Number:

INC9920265

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer keeps freezing Description: my computer keeps freezing

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-26 01:34:52

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9920047

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: Am I connected to a VPN? Description: Am I connected to a VPN?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-22 14:35:28

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9919808

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer keeps crashing Description: my computer keeps crashing

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-16 05:30:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 229

Incident Number:

INC9917980

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer is not working correctly Description: my computer is not working correctly

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-06 17:52:20

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9917528

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I need to make changes to the distribution list Description: I need to make changes to the distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-10 04:56:29

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9917511

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: please add name to [DISTRIBUTION] distribution list Description: please add name to [DISTRIBUTION] distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-30 06:13:56

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 232

Incident Number:

INC9916555

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: How do I fix the printer? Description: How do I fix the printer?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-12 20:27:30

Resolution notes: Nothing special to report.

Incident Number:

INC9916246

Caller: Category:

Software

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Not receiving email on my mobile Description: Not receiving email on my mobile

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-02-23 00:34:01

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9915254

Caller: Category:

Network

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: VPN connection problem Description: VPN connection problem

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-03 04:44:46

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 235

Incident Number:

INC9914893

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: email setup Description: email setup

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-02-28 06:22:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9914596

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: forgot my password Description: forgot my password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-16 10:20:37

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 237

Incident Number:

INC9913875

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: prtinter issues Description: prtinter issues

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-16 23:15:46

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9913433

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: Why does the printer on floor 7 all screwy?
Description: Why does the printer on floor 7 all screwy?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-09 12:53:30

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 239

Incident Number:

INC9913217

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: How do i set up email on my personal devices>? Description: How do i set up email on my personal devices>?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-13 11:06:58

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 240

Incident Number:

INC9913072

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: computer issue Description: computer issue

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-14 01:30:33

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9912288

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: change password Description: change password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-10 10:15:55

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 242

Incident Number:

INC9911067

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Please help me reset my password Description: Please help me reset my password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-02 13:47:18

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9909670

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How to add or remover users on a distribution list Description: How to add or remove users on a distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-12 05:11:30

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9909106

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: how to reset password Description: how to reset password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-07 21:30:44

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9908664

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer is performing slowly Description: my computer is performing slowly

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-02-20 05:21:56

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9908607

Caller: Category:

Network

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: I need help with my network Description: I need help with my network

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-09 17:32:03

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9907939

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: how to install email application Description: how to install email application

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-06 00:59:19

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9907435

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I need help setting up my email on my desktop Description: I need help setting up my email on my desktop

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-12 09:11:54

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 249

Incident Number:

INC9906912

Caller: Category:

Hardware

Channel:

Walk-in

State:

535

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printer is having issues Description: printer is having issues

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-20 01:06:52

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9906768

Caller: Category:

Network

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: connectivity Description: connectivity

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-26 20:59:14

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 251

Incident Number:

INC9906322

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printer not working Description: printer not working

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-11 12:19:52

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 252

Incident Number:

INC9906316

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Can you help me setup my email account? Description: Can you help me setup my email account?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9906282

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: Printer isn't working Description: Printer isn't working

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-09 08:00:05

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 254

Incident Number:

INC9904443

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printer is not working Description: printer is not working

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-19 05:14:39

Resolution notes: Nothing special to report.

Incident Number:

INC9903928

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: outlook is hosed Description: outlook is hosed

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9902894

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: My computer is acting weird Description: My computer is acting weird

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-13 16:15:44

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9902752

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: How do I reset my pw Description: How do I reset my pw

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Incident Number:

INC9902707

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: setup email on my phone Description: setup email on my phone

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-28 16:28:28

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9902565

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: What do I do if my computer is slow Description: What do I do if my computer is slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-16 06:33:19

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 260

Incident Number:

INC9902078

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: please add name to [DISTRIBUTION] distribution list Description: please add name to [DISTRIBUTION] distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-09 14:57:02

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9901187

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: Issues with my computer Description: Issues with my computer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-20 05:46:10

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9901157

Caller: Category:

Hardware

Channel:

Walk-in

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: There is something wrong with the printer. Description: There is something wrong with the printer.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Incident Number:

INC9900697

Caller: Category:

Software

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: weird things happening with email Description: weird things happening with email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-07 14:45:57

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9900350

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Manage distribution list Description: Manage distribution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-07 18:33:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 265

Incident Number:

INC9898135

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my computer is taking a long time to load applications Description: my computer is taking a long time to load applications

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-10 10:30:25

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9897000

Caller: Category:

Hardware

Channel:

Self-service

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printer not turning on Description: printer not turning on

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9896996

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: email problem Description: email problem

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-09 19:05:52

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9896987

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: email on phone Description: email on phone

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-16 20:43:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9896308

Caller: Category:

Hardware

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: computer running too slow Description: computer running too slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-14 22:46:55

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9896080

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: how to set up email on cell phone Description: how to set up email on cell phone

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-07 17:25:29

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9895264

Caller: Category:

Software

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: unable to receive emails Description: unable to receive emails

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-02-21 23:54:21

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9894546

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Request Distrubution list Description: Request Distrubution list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-16 15:38:30

Resolution notes: Nothing special to report.

Incident Number:

INC9894248

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: My computer is too slow Description: My computer is too slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-10 17:31:10

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 274

Incident Number:

INC9893190

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: email broken Description: email broken

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-04-09 20:47:59

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 275

Incident Number:

INC9892606

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: printers out of toner Description: printers out of toner

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-21 23:52:40

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 276

Incident Number:

INC9892385

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Please help me setup my email Description: Please help me setup my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-08 13:23:33

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 277

Incident Number:

INC9892287

Caller: Category:

Software

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I'm having trouble with my email Description: I'm having trouble with my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-16 18:39:27

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9892154

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Tell me the email server Description: Tell me the email server

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-07 14:02:39

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9891537

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: computer too slow Description: computer too slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-02-23 07:13:39

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9891435

Caller: Category:

Hardware

Channel:

Walk-in

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: my laptop is slow Description: my laptop is slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-09 16:53:07

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9891279

Caller: Category:

Hardware

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: I am having trouble with the printer. Description: I am having trouble with the printer.

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-07 08:09:15

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9890906

Caller: Category:

Network

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: I need help with my vpn Description: I need help with my vpn

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-15 10:11:17

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9890850

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I need to add or remove people from my DL
Description: I need to add or remove people from my DL

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-19 23:04:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9890582

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I get this weird error message when I download email Description: I get this weird error message when I download email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-08 03:04:48

Resolution notes: Nothing special to report.

Incident Number:

INC9890396

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: I am having issues with my computer running slowly Description: I am having issues with my computer running slowly

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-18 14:40:36

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9889300

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: how do I set up email on my iphone Description: how do I set up email on my iphone

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-24 06:02:40

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9888158

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: Can you support me for setting up my email
Description: Can you support me for setting up my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-31 10:29:26

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9887151

Caller: Category:

Hardware

Channel:

Email

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: system performace slow Description: system performace slow

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9886549

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: unable to login Description: unable to login

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-31 20:52:37

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident Number:

INC9886293

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: remove from dist list Description: remove from dist list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-16 11:12:53

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9886184

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: How to set up my email? Description: How to set up my email?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-05-21 05:09:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9885330

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: vpn error Description: vpn error

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-23 19:30:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9884508

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: unable to login Description: unable to login

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-04 20:24:38

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9884463

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I want to reset my password Description: I want to reset my password

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-01 01:02:32

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9883424

Caller: Category:

Network

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: how do I fix my VPN? Description: how do I fix my VPN?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-11 03:37:44

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9882782

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: password change Description: password change

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-03 15:10:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 297

Incident Number:

INC9882164

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: reset email Description: reset email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-26 22:03:09

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9881986

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Walk-in

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: Manage a dist list Description: Manage a dist list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-18 09:37:02

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 299

Incident Number:

INC9881918

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: open email ticket Description: open email ticket

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-12 01:22:12

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9881794

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I need assistance setting up my email Description: I need assistance setting up my email

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 301

Incident Number:

INC9881076

Caller: Category:

Hardware

Channel:

Email

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Transfer reason: Short description: Who can help me print? Description: Who can help me print?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 302

Incident Number:

INC9880800

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: my password wont work Description: my password wont work

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-04-27 04:02:40

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9880469

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I need to add someone to a dl Description: I need to add someone to a dl

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 304

Incident Number:

INC9879957

Caller: Category:

Hardware

Channel:

Email

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Hardware

Universal Request:

Assigned to:

Transfer reason: Short description: please help me with my slow computer Description: please help me with my slow computer

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-24 04:48:39

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 305

Incident Number:

INC9879938

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

5 - Planning

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: how do i set up email on my pc Description: how do i set up email on my pc

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-02-27 22:41:59

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9879902

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: where do I configure outlook Description: where do I configure outlook

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-05-16 10:07:20

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Page 307

Incident Number:

INC9879228

Caller: Category:

Network

Channel:

Self-service

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

2 - High

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: How do I use a VPN? Description: How do I use a VPN?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-23 00:24:35

Resolution notes: Nothing special to report.

Incident Number:

INC9879200

Caller: Category:

Network

Channel:

Walk-in

State:

In Progress

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: I am having VPN issues Description: I am having VPN issues

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9878737

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

In Progress

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

1 - Critical

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: I want to manage the distributions list Description: I want to manage the distributions list

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge: Resolution code:

false

Resolved by: Resolved:

Resolution notes:

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9878530

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: pc email setup Description: pc email setup

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-28 02:56:37

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

Incident Number:

INC9878373

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: how can I add an email to the distribution list? Description: how can I add an email to the distribution list?

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-03-27 18:18:42

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9876965

Caller: Category:

Software

Subcategory:

Channel:

Self-service

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: can't access OWA Description: can't access OWA

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved Remotely (Permanently)

Resolved:

2021-04-05 14:46:23

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9876857

Caller: Category:

Software

Subcategory:

Channel:

Email

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

4 - Low

Configuration item:

Assignment group:

Software

Universal Request:

Assigned to:

Service:

Email

Transfer reason: Short description: I cannot send emails Description: I cannot send emails

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-05-21 17:25:53

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9875983

Caller: Category:

Network

Channel:

Phone

State:

Closed

On hold reason:

Subcategory:

Impact:

3 - Low

Service:

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

ITSM Engineering

Universal Request:

Assigned to:

Transfer reason: Short description: VPN access Description: VPN access

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Permanently)

Resolved:

2021-03-18 09:23:43

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time

Incident List

Incident Number:

INC9875766

Caller: Category:

Inquiry / Help

Subcategory:

Channel:

Phone

State:

Closed

On hold reason: Impact:

3 - Low

Urgency:

3 - Low

Service offering:

Priority:

3 - Moderate

Configuration item:

Assignment group:

Service Desk

Universal Request:

Assigned to:

Service:

ServiceNow Enterprise Services

Transfer reason: Short description: please send me a password reset link Description: please send me a password reset link

Notes Watch list:

Work notes list:

Additional comments: Work notes:

Related Records Parent Incident:

Change Request:

Problem:

Caused by Change:

Resolution Information Knowledge:

false

Resolved by:

Resolution code:

Solved (Work Around)

Resolved:

2021-03-12 09:17:20

Resolution notes: Nothing special to report.

Run By : Yuqi Zhou

2023-08-28 11:22:03 Pacific Daylight Time