

## #33 Office Network/Wifi not working

**Submitted** Received via Requester

Web Form Steve Smith <steve.smith@manulife.com> May 11, 2025 at 13:25

**Status category Ticket status Type Priority** Group **Assignee** 

Solved Solved Incident Aleeza Tabassum Low Support

**Topic** 

Order

Aleeza Tabassum May 11, 2025 at 13:25

Received a customer call requesting assistance with Office Network/Wi-Fi connectivity issues.

Aleeza Tabassum May 11, 2025 at 13:36

Subject: Office Network/Wi-Fi Issue Resolution

Dear Steve.

Thank you for contacting us regarding your Office Network/Wi-Fi connectivity issues. We're here to help resolve the problem.

**Troubleshooting Steps** 

To address the issue:

- 1. Restart your router and modem.
- 2. Check for any physical obstructions or damage to cables.
- 3. Ensure your device is connected to the correct network.

## **Support Options**

If the issue persists:

- 1. Schedule a call with our technical support team.
- 2. Visit our knowledge base for additional troubleshooting guides.

## **Ticket Details**

Your support ticket INC025468 has been created. Our team will follow up with you promptly.

Thank you for reaching out. We're committed to getting your network up and running.

Best regards,

Aleeza Tabassum Roco IT Support Team

Support Software by Zendesk