



#18 Unable to Access Office Applications

| | | | | | |
|--|--------------------------------|---------------------------------|------------------------|---|------------------------------------|
| Submitted May 8, 2025 at 22:00 | | Received via Web Form | | Requester Soobin Do <soobin.do@example.com> | |
| Status category Solved | Ticket status Solved | Type Incident | Priority Low | Group Support | Assignee Aleeza Tabassum |

Topic
Other

Aleeza Tabassum May 8, 2025 at 22:00

The user reached out to the IT support team via Slack message, reporting an issue with accessing office applications. Team promptly created a ticket on customer's behalf behalf.

Aleeza Tabassum May 8, 2025 at 22:03

Subject: Issue with Accessing Office Applications

Dear Soobin,

Thank you for reaching out to us regarding the issue with accessing office applications. We're happy to assist you.

To resolve the issue, we've identified a few potential solutions:

1. Check for software updates: Ensure all office applications are up-to-date.

2. Clear cache and cookies: This may resolve any temporary technical issues.

3. Verify login credentials: Confirm your login details are correct.

If these steps don't resolve the issue, please provide more details about the error message you're receiving. Our technical team will investigate further and provide a solution.

If you have any further questions or concerns, please don't hesitate to reach out. We're here to help.

Best regards,
Aleeza
Roco IT Support Team

Support Software by **Zendesk**