**West Lothian College**

**Help Desk Trouble Ticket #190677**

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| **TICKET INFORMATION** |

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| **User name:** | Arthur Bunyuck | **User ID:** | abunyuck |
| **Job title:** | Accounts Technician |  | |
| **Manager:** | Graham Stewart | **Department:** | Accounting |
| **Ticket category:** | Urgent |  | |
| **Date and time:** | 07 Jan 2016 9:30 am | **Technician:** |  |
|  |  |  |  |
| **PROBLEM DESCRIPTION** | | | |
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| When the browser is started it opens something called ‘**Conduit Search Engine’**, rather than the college home page, as it did previously. | | | |
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| **TECHNICIAN RESPONSE** | | | |
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| **Assigned to: Date: Time: Total time worked:** | | | |
| **Initial action:** | | | |
| **Solution:** | | | |
| **Follow up action:** | | | |
| Importance:  Mission critical  Slowing user down  Can be scheduled  Conclusion:  Resolved  Pending  Unresolved | | | |
| **Final notes:** | | | |
| *Trouble Ticket downloaded from: http://techrepublic.com* | | | |