

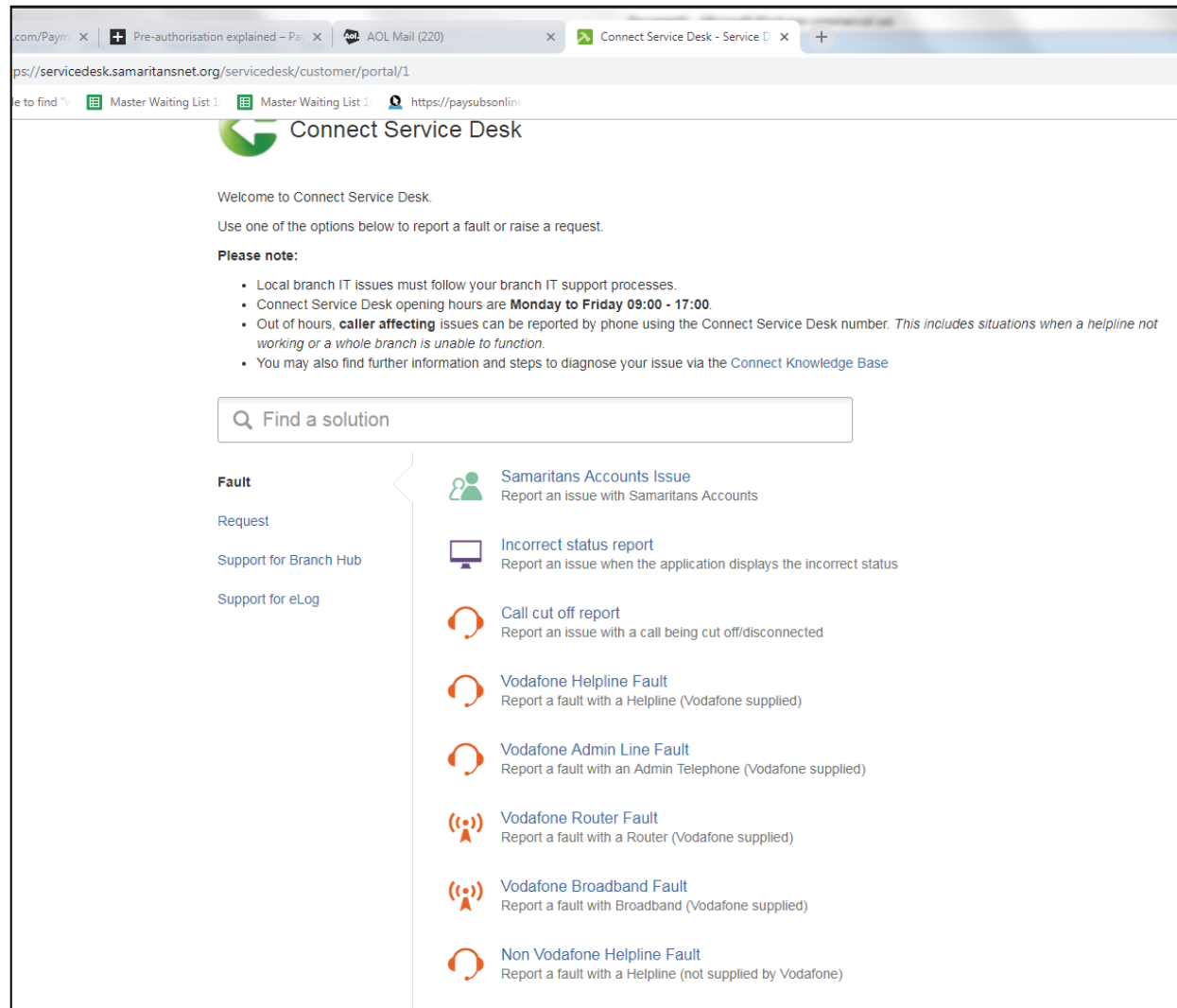
Ealing SAMS Technology Troubleshooting Guide

Comms (Broadband)	eLog, Connect, Email & SMS issues	Specific Connect Issues	PC software/hardware	Phone/Golf Ball	CCTV
<p>No Broadband connection?</p> <p>Ensure affecting regular websites as well (ie check www.bbc.co.uk not updating)</p> <p>Single PC? Check network cable connected securely to cpu & wall socket</p> <p>Still not working? Reboot (shutdown completely & restart)</p> <p>Still not working? Go to multiple PCs</p> <p>Multiple PCs? Reset Hub (BT box on email desk – power off/on) – Do not reset hub if anyone is currently able to work until they are finished.</p> <p>Still not working? Advise Leader & report to Branch IT Support</p>	<p>Slow/freezing & only affecting 1 PC?</p> <p>Check broadband working on other websites</p> <p>Reboot (shutdown & restart)</p> <p>Still a problem? Advise Leader & report to Branch IT Support</p> <p>Actual software behaving strangely on single PC</p> <p>Report to Connect Service Desk</p> <p>Actual software behaving strangely on multiple PCs</p> <p>Report to Connect Service Desk</p> <p>If is worth checking whether problem is affecting multiple PCs before reporting as it gives the Service Desk more information</p>	<p>Call cut off?</p> <p>Less than 10 mins?</p> <p>C'est la vie</p> <p>10 mins or longer?</p> <p>Complete the Call Cut Off Report (link below) within 24 hours max but ideally asap</p> <p>You may not get an answer re issue but it gives Central Office better information for capturing issues</p> <p>Status changes from GREEN to BLUE without listener doing anything?</p> <p>Complete the Incorrect Status Report (link below)</p> <p>Again, this helps Central Office capture issues.</p>	<p>Slow/freezing?</p> <p>Reboot PC (shutdown & restart)</p> <p>Check broadband working in office</p> <p>Still an issue?</p> <p>Report to Leader & branch IT Support</p> <p>PC won't start up?</p> <p>Check cables connected securely</p> <p>Check power wall sockets on</p> <p>Report to Leader & Branch IT Support</p>	<p>Phone or Golf Ball not working?</p> <p>Check cables connected securely</p> <p>Still not working?</p> <p>Swap out to spares in the large office cabinet</p> <p>Report to Leader & Branch IT Support for checking/restocking</p>	<p>No pictures?</p> <p>Ensure box turned ON (should never be turned OFF in reality but has happened)</p> <p>Ensure monitor turned ON</p> <p>Ensure Input on monitor is set to "VGA"</p> <p>Still not working?</p> <p>Report to Leader & Branch IT Support</p>

The following link takes you to the Connect Service Desk webpage. If you login using your Samaritansnet username & password (same as Connect, eLog, Email & SMS access), you get to the Connect Service Desk page shown below.

<https://servicedesk.samaritansnet.org/servicedesk/customer/csd>

You will also find there is a search field for finding solutions for other issues you may be experiencing.



The Connect Service Desk, will deal with all

- Connect application issues, for instance the application not loading properly, [error messages](#). (& eLog now)
- Fixed lines - **both helplines and back office lines**, so long as they are provided by Vodafone
- Broadband issues, so long as it is a Vodafone provided service.
- SMS and Email queries can also come through the Connect Service Desk.

For branches that have back office lines and broadband provided by BT or another provider you will need to deal with the provider directly.

Connect Service Desk	https://servicedesk.samaritansnet.org/servicedesk/customer/csd
Email	connectservicedesk@samaritans.org
Telephone	(including out-of-hours support for urgent issues): 020 8394 8334

BT provides our phone & broadband at present.