

## **Document Title: IT Self-Service & Troubleshooting**

### **System Access & Hardware**

1. Q: My network access (VPN) is not working. What is the first troubleshooting step?
  - A: Restart your machine first. If the issue persists, ensure your VPN client is updated and re-enter your credentials.
2. Q: How do I reset my Amazon internal network password?
  - A: Use the Password Reset Tool accessible from the company login page. You will need your employee ID and security answers.
3. Q: I have forgotten my computer's PIN/BitLocker key. How do I recover it?
  - A: Open a high-priority ticket with IT Support immediately. They will verify your identity and provide the recovery key.
4. Q: Which internal browser should I use for HR, financial, or proprietary systems?
  - A: Use the company-mandated browser (usually Chrome or Edge) for all internal systems to ensure proper function and security.
5. Q: How can I request a new peripheral device (e.g., monitor, mouse, headset)?
  - A: Submit a request through the IT Hardware/Peripherals Catalog link found on the main IT Support page.

### **Technical Requests & Security**

6. Q: I need access to a new shared drive or internal team site. How do I request permissions?
  - A: Have your Manager submit an access request ticket on your behalf to the IT Access Management team, citing the resource name.
7. Q: How do I connect my mobile device (BYOD) to the internal Wi-Fi/email?
  - A: Follow the instructions in the Mobile Device Setup Guide found on the IT Support portal, which requires the MDM (Mobile Device Management) app.
8. Q: My company laptop screen is flickering or frozen. What should I do?
  - A: Back up any work, then hold the Power Button for 10 seconds to force a shutdown. If the problem continues after restart, open a ticket.
9. Q: How do I report a suspected phishing email or security threat?

- A: DO NOT click any links. Forward the suspicious email directly to the internal security-alert@amazon.com address.

10. Q: What is the Service Now URL/link for submitting a new IT ticket?

- A: The correct URL is [Insert Internal Service Now URL Here]. Bookmark it for future use.