**IT & Systems Information**

Understanding our IT infrastructure is vital for your day-to-day work.

* **File Name:** IT Support Contact Info & Common Issues.pdf
  + **Why you'll need it:** For when you inevitably have a tech issue! This document will contain:
    - IT Help Desk phone number and email.
    - Information on how to submit a support ticket.
    - Troubleshooting tips for common problems (e.g., Wi-Fi connectivity, printer issues).
  + **How to Access:** Often found on the company intranet, your desktop, or provided by IT during setup.
* **File Name:** VPN\_Setup\_Guide.pdf
  + **Why you'll need it:** If you'll be working remotely or need to access internal systems from outside the office, you'll need to set up the Virtual Private Network.
  + **How to Access:** IT will provide this or direct you to an internal IT knowledge base.
* **System Name:** Company Intranet / Knowledge Base
  + **Why you'll need it:** A central repository for company-wide announcements, policies, department information, and a searchable knowledge base for various topics.
  + **How to Access:** Web-based. Your manager or IT will provide the URL and login.
* **System Name:** Communication Tools (e.g., Microsoft Teams, Slack, Zoom)
  + **Why you'll need it:** For internal communication, team chats, video calls, and screen sharing.
  + **How to Access:** Installed on your company laptop. You'll be added to relevant channels.
* Support:

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| IT Support Portal | helpdesk.innovatetechsolutionsXWa.com |
| IT Support Phone | +44 (0)20 7946 0000 |