

# #334698 In service Kiosk access

**Submitted** 26 April 2022 at 18:49    **Received via** Mail    **Requester** Scott White <scott.white@goughcat.co.nz>

**CCs**  
Blair Doherty <blair.doherty@terracat.co.nz>, Nathan Welch <nathan.welch@goughcat.co.nz>

Status	Type	Priority	Group	Assignee
Open	Problem	Normal	Service Desk	Jess Beattie

**Category**  
Misc Help

**Scott White** April 26, 2022 at 18:49  
Hi

Our tablet has had a fit and we needed to replace the in service app  
It is not asking for the credentials to sign in

This is a Kiosk so needs to be open access

Please advise how

Cheers

**Scott White**  
**Branch Manager - Terra Cat**  
131 Maui St, PO Box 20121, Hamilton, 3241  
**M:** +6421969568 |  
**E:** [Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



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**Jess Beattie** April 27, 2022 at 08:01 Internal note

Hey Scott,  
I am assuming you are meaning you had to reinstall the app?

Here is what you can try:  
1. Make sure that Chrome is set as the default browser on the tablet by going to:  
Settings > Apps > Chrome > Default Browser App (should be chrome)

1. Clear all data for Chrome:  
Settings > Apps > Chrome > Storage > Manage Storage > Clear all data

1. Clear all data for Samsung Internet:  
Settings > Apps > Samsung Internet > Storage > Clear Data

1. Clear all data for InService  
Settings > Apps > InService > Storage > Clear Data

Now you should be able to open InService and log in.  
The user should then remember to log out when they have finished.

Kind regards,

**Jess Beattie**

**Service Desk Analyst - Terra Cat**

24 Amyes Road, PO Box 16168, Christchurch, 8042

**DDI:** 0800 95 95 98

**E:** [Jess.Beattie@terra.cat.co.nz](mailto:Jess.Beattie@terra.cat.co.nz) | **W:** [terra.cat.co.nz](http://terra.cat.co.nz) |  



**From:** Blair Doherty (IT Service Desk) <[support@itsdterra.cat.zendesk.com](mailto:support@itsdterra.cat.zendesk.com)>

**Sent:** Tuesday, 26 April 2022 6:52 pm

**To:** Jess Beattie <[Jess.Beattie@terra.cat.co.nz](mailto:Jess.Beattie@terra.cat.co.nz)>

**Subject:** [IT Service Desk] Assignment: In service Kiosk access

You have been assigned to this ticket ([#334698](#)).

---

**Scott White**

26 Apr 2022, 18:49 GMT+12

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**Ticket #** 334698

**Status** Open

**Requester** Scott White

**CCs** ITHD

**Followers** -

**Group** Service Desk

**Assignee** Jess Beattie

**Priority** -

**Type** Ticket

**Channel** By Mail

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**Scott White** April 27, 2022 at 18:51

Hey Jess

Sorry for the late reply its been a killer of a day

This is not how it works for the in service on the tablet (well as far as I know )

With the Kiosk Version of the in service App the technicians sign in with a pin to be able to look at the schedule or do timesheet

Maybe give me a call and I can explain more

Im assuming there is some generic log in for this ??? when it arrived with us year or so back it was good to go

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**From:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>

**Sent:** Wednesday, 27 April 2022 8:01 AM

**To:** IT Service Desk <[support+id80MDP7-8KMK@itsdterracat.zendesk.com](mailto:support+id80MDP7-8KMK@itsdterracat.zendesk.com)>

**Cc:** Scott White <[Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz)>

**Subject:** RE: [IT Service Desk] Assignment: In service Kiosk access

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**Status** Open

**Requester** Scott White

**CCs** ITHD

**Followers** -

**Group** Service Desk

**Assignee** Jess Beattie

**Priority** -

**Type** Ticket

**Channel** By Mail

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[80MDP7-8KMK]Ticket-Id:334698Account-Subdomain:itsdterra.cat

---

**Jess Beattie** April 28, 2022 at 07:46

Internal note

Do you know what Scott is meaning because I surely don't 😊

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**To:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Subject:** [IT Service Desk] Assignment: In service Kiosk access

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26 Apr 2022, 18:49 GMT+12

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**Requester** Scott White  
**CCs** ITHD

**Followers** -  
**Group** Service Desk  
**Assignee** Jess Beattie  
**Priority** -  
**Type** Ticket  
**Channel** By Mail

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Blair Doherty April 28, 2022 at 12:20

Internal note

Not that I've used, maybe ask Nathan or Gavin as I imagine they may have set it up and sent it out originally.

Regards, Blair Doherty

---

**From:** Jess Beattie <Jess.Beattie@terracat.co.nz>  
**Sent:** Thursday, April 28, 2022 7:47 AM  
**To:** Blair Doherty <Blair.Doherty@terracat.co.nz>  
**Cc:** Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>  
**Subject:** FW: [IT Service Desk] Assignment: In service Kiosk access

Do you know what Scott is meaning because I surely don't 😊

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**Service Desk Analyst - Terra Cat**  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
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**Sent:** Wednesday, 27 April 2022 6:51 pm  
**To:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>; IT Service Desk <[support+id80MDP7-8KMK@itsdterracat.zendesk.com](mailto:support+id80MDP7-8KMK@itsdterracat.zendesk.com)>  
**Cc:** Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>  
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**TERRA**

**CAT**

---

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**Sent:** Wednesday, 27 April 2022 8:01 AM

**To:** IT Service Desk <[support+id80MDP7-8KMK@itsdterraecat.zendesk.com](mailto:support+id80MDP7-8KMK@itsdterraecat.zendesk.com)>

**Cc:** Scott White <[Scott.White@terraecat.co.nz](mailto:Scott.White@terraecat.co.nz)>

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**TERRA**

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**Requester** Scott White

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**Followers** -

**Group** Service Desk

**Assignee** Jess Beattie

**Priority** -

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[80MDP7-8KMK]Ticket-Id:334698Account-Subdomain:itsdterracat

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**Jess Beattie** April 28, 2022 at 12:42

Internal note

Hey guys,

Do you understand how the InService Kiosk Version is set up because I certainly don't 😊

Hoping you can assist here

Kind regards,

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---

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

**Ticket #** 334698

**Status** Open

**Requester** Scott White

**CCs** ITHD

**Followers** -

**Group** Service Desk

**Assignee** Jess Beattie

**Priority** -

**Type** Ticket

**Channel** By Mail

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[80MDP7-8KMK]Ticket-Id:334698Account-Subdomain:itsdterracat

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---

**Nathan Welch** April 28, 2022 at 12:43

Internal note

Please reach out to Incendi.

**Nathan Welch**

**Service Development Manager - Terra Cat**

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421989770 |

E: [Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz) |  



---

**From:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Sent:** Thursday, 28 April 2022 12:43 pm  
**To:** Gavin Hoyland <[Gavin.Hoyland@terracat.co.nz](mailto:Gavin.Hoyland@terracat.co.nz)>; Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>  
**Cc:** Zendesk ITSD Terra Cat <[support@itsdterracat.zendesk.com](mailto:support@itsdterracat.zendesk.com)>  
**Subject:** FW: [IT Service Desk] Assignment: In service Kiosk access

Hey guys,  
Do you understand how the InService Kiosk Version is set up because I certainly don't 😊  
Hoping you can assist here

Kind regards,

**Jess Beattie**  
**Service Desk Analyst - Terra Cat**  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
**DDI:** 0800 95 95 98

E: [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz) |  



---

**From:** Scott White <[Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz)>  
**Sent:** Wednesday, 27 April 2022 6:51 pm  
**To:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>; IT Service Desk <[support+id80MDP7-8KMK@itsdterracat.zendesk.com](mailto:support+id80MDP7-8KMK@itsdterracat.zendesk.com)>  
**Cc:** Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>  
**Subject:** RE: [IT Service Desk] Assignment: In service Kiosk access

Hey Jess

Sorry for the late reply its been a killer of a day

This is not how it works for the in service on the tablet (well as far as I know )

With the Kiosk Version of the in service App the technicians sign in with a pin to be able to look at the schedule or do timesheet

Maybe give me a call and I can explain more

Im assuming there is some generic log in for this ??? when it arrived with us year or so back it was good to go

Cheers

**Scott White**  
**Branch Manager - Terra Cat**  
131 Maui St, PO Box 20121, Hamilton, 3241  
**M:** +6421969568 |

E: [Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz) |  



---

**From:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Sent:** Wednesday, 27 April 2022 8:01 AM  
**To:** IT Service Desk <[support+id80MDP7-8KMK@itsdterracat.zendesk.com](mailto:support+id80MDP7-8KMK@itsdterracat.zendesk.com)>  
**Cc:** Scott White <[Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz)>  
**Subject:** RE: [IT Service Desk] Assignment: In service Kiosk access

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Settings > Apps > Chrome > Default Browser App (should be chrome)

1. Clear all data for Chrome:

Settings > Apps > Chrome > Storage > Manage Storage > Clear all data

1. Clear all data for Samsung Internet:

Settings > Apps > Samsung Internet > Storage > Clear Data

1. Clear all data for InService

Settings > Apps > InService > Storage > Clear Data

Now you should be able to open InService and log in.

The user should then remember to log out when they have finished.

Kind regards,

**Jess Beattie**

**Service Desk Analyst - Terra Cat**

24 Amyes Road, PO Box 16168, Christchurch, 8042

**DDI:** 0800 95 95 98

**E:** [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



**From:** Blair Doherty (IT Service Desk) <[support@itsdterracat.zendesk.com](mailto:support@itsdterracat.zendesk.com)>

**Sent:** Tuesday, 26 April 2022 6:52 pm

**To:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>

**Subject:** [IT Service Desk] Assignment: In service Kiosk access

You have been assigned to this ticket ([#334698](#)).

---

**Scott White**

26 Apr 2022, 18:49 GMT+12

Hi

Our tablet has had a fit and we needed to replace the in service app  
It is not asking for the credentials to sign in

This is a Kiosk so needs to be open access

Please advise how

Cheers

**Scott White**

**Branch Manager - Terra Cat**

131 Maui St, PO Box 20121, Hamilton, 3241

**M:** +6421969568 |

**E:** [Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



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**Ticket #** 334698  
**Status** Open  
**Requester** Scott White  
**CCs** ITHD  
**Followers** -  
**Group** Service Desk  
**Assignee** Jess Beattie  
**Priority** -  
**Type** Ticket  
**Channel** By Mail

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[80MDP7-8KMK]Ticket-Id:334698Account-Subdomain:itsdterracat

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---

**Gavin Hoyland** April 29, 2022 at 07:39

Internal note

Hi Scott

Try the following log in and password for your kiosk

[hamilton@digital-dealers.com](mailto:hamilton@digital-dealers.com) - DiDi1234

Regards

**Gavin Hoyland**

**Pre Delivery Inspection Centre Manager - Terra Cat**

157 Kerrs Road, Wiri, PO Box 98-975, Auckland, 2241

**M:** +6421955453 |

**E:** [Gavin.Hoyland@terracat.co.nz](mailto:Gavin.Hoyland@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



---

**From:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>

**Sent:** Thursday, 28 April 2022 12:43 pm

**To:** Gavin Hoyland <[Gavin.Hoyland@terracat.co.nz](mailto:Gavin.Hoyland@terracat.co.nz)>; Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>

**Cc:** Zendesk ITSD Terra Cat <[support@itsdterracat.zendesk.com](mailto:support@itsdterracat.zendesk.com)>

**Subject:** FW: [IT Service Desk] Assignment: In service Kiosk access

Hey guys,

Do you understand how the InService Kiosk Version is set up because I certainly don't 😊

Hoping you can assist here

Kind regards,

**Jess Beattie**

**Service Desk Analyst - Terra Cat**

24 Amyes Road, PO Box 16168, Christchurch, 8042

**DDI:** 0800 95 95 98

**E:** [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



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**To:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>; IT Service Desk <[support+id80MDP7-8KMK@itsdterracat.zendesk.com](mailto:support+id80MDP7-8KMK@itsdterracat.zendesk.com)>  
**Cc:** Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>  
**Subject:** RE: [IT Service Desk] Assignment: In service Kiosk access

Hey Jess

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Cheers

**Scott White**  
**Branch Manager - Terra Cat**  
131 Maui St, PO Box 20121, Hamilton, 3241  
**M:** +6421969568 |  
**E:** [Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



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**From:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Sent:** Wednesday, 27 April 2022 8:01 AM  
**To:** IT Service Desk <[support+id80MDP7-8KMK@itsdterracat.zendesk.com](mailto:support+id80MDP7-8KMK@itsdterracat.zendesk.com)>  
**Cc:** Scott White <[Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz)>  
**Subject:** RE: [IT Service Desk] Assignment: In service Kiosk access

Hey Scott,  
I am assuming you are meaning you had to reinstall the app?

Here is what you can try:

1. Make sure that Chrome is set as the default browser on the tablet by going to:  
Settings > Apps > Chrome > Default Browser App (should be chrome)

1. Clear all data for Chrome:  
Settings > Apps > Chrome > Storage > Manage Storage > Clear all data

1. Clear all data for Samsung Internet:  
Settings > Apps > Samsung Internet > Storage > Clear Data

1. Clear all data for InService  
Settings > Apps > InService > Storage > Clear Data

Now you should be able to open InService and log in.  
The user should then remember to log out when they have finished.

Kind regards,

**Jess Beattie**  
**Service Desk Analyst - Terra Cat**  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
**DDI:** 0800 95 95 98  
**E:** [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



**From:** Blair Doherty (IT Service Desk) <[support@itsdterracat.zendesk.com](mailto:support@itsdterracat.zendesk.com)>  
**Sent:** Tuesday, 26 April 2022 6:52 pm  
**To:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Subject:** [IT Service Desk] Assignment: In service Kiosk access

You have been assigned to this ticket ([#334698](#)).

---

**Scott White**

26 Apr 2022, 18:49 GMT+12

Hi

Our tablet has had a fit and we needed to replace the in service app  
It is not asking for the credentials to sign in

This is a Kiosk so needs to be open access

Please advise how

Cheers

**Scott White**

**Branch Manager - Terra Cat**

131 Maui St, PO Box 20121, Hamilton, 3241

**M:** +6421969568 |

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You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

**Ticket #** 334698  
**Status** Open  
**Requester** Scott White  
**CCs** ITHD  
**Followers** -  
**Group** Service Desk  
**Assignee** Jess Beattie  
**Priority** -  
**Type** Ticket  
**Channel** By Mail

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[80MDP7-8KMK]Ticket-Id:334698Account-Subdomain:itsdterracat

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---



Hey Gavin,  
Thanks so much for that. Much appreciated 😊

Kind regards,

**Jess Beattie**  
**Service Desk Analyst - Terra Cat**  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
**DDI:** 0800 95 95 98  
**E:** [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



---

**From:** Gavin Hoyland <Gavin.Hoyland@terracat.co.nz>  
**Sent:** Friday, 29 April 2022 7:37 am  
**To:** Jess Beattie <Jess.Beattie@terracat.co.nz>  
**Subject:** RE: [IT Service Desk] Assignment: In service Kiosk access

Hi Jess

Below are the account log ins for the kiosk.

Kiosk Log ins

Inservice Loggin & Apps

: [terraCATtechnician\\_02@digital-dealers.com](mailto:terraCATtechnician_02@digital-dealers.com)

Password: 8691Small

Account Set up Google email

[terra.cat.didi@gmail.com](mailto:terra.cat.didi@gmail.com)

Password

D0nuts11

Phone 08009339393

CRC

[crc@digital-dealers.com](mailto:crc@digital-dealers.com) - DiDi1234

Christchurch

[christchurch@digital-dealers.com](mailto:christchurch@digital-dealers.com) - DiDi1234

Dunedin

[dunedin@digital-dealers.com](mailto:dunedin@digital-dealers.com) - DiDi1234

Gisborne

[gisborne@digital-dealers.com](mailto:gisborne@digital-dealers.com) - DiDi1234

Hamilton

[hamilton@digital-dealers.com](mailto:hamilton@digital-dealers.com) - DiDi1234

Invercargill

[invercargill@digital-dealers.com](mailto:invercargill@digital-dealers.com) - DiDi1234

Napier

[napier@digital-dealers.com](mailto:napier@digital-dealers.com) - DiDi1234

Nelson

[nelson@digital-dealers.com](mailto:nelson@digital-dealers.com) - DiDi1234

New Plymouth

[newPlymouth@digital-dealers.com](mailto:newPlymouth@digital-dealers.com) - DiDi1234

Palmerston North

[palmerstonNorth@digital-dealers.com](mailto:palmerstonNorth@digital-dealers.com) - DiDi1234

Rotorua

[rotorua@digital-dealers.com](mailto:rotorua@digital-dealers.com) - DiDi1234

Silverdale

[silverdale@digital-dealers.com](mailto:silverdale@digital-dealers.com) - DiDi1234

Wellington

[wellington@digital-dealers.com](mailto:wellington@digital-dealers.com) - DiDi1234

Whangarei

[whangarei@digital-dealers.com](mailto:whangarei@digital-dealers.com) - DiDi1234

Wiri

[wiri@digital-dealers.com](mailto:wiri@digital-dealers.com) - DiDi1234

Regards

**Gavin Hoyland**

**Pre Delivery Inspection Centre Manager - Terra Cat**

157 Kerrs Road, Wiri, PO Box 98-975, Auckland, 2241

**M:** +6421955453 |

**E:** [Gavin.Hoyland@terraecat.co.nz](mailto:Gavin.Hoyland@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



**From:** Jess Beattie <[Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz)>

**Sent:** Thursday, 28 April 2022 12:43 pm

**To:** Gavin Hoyland <[Gavin.Hoyland@terraecat.co.nz](mailto:Gavin.Hoyland@terraecat.co.nz)>; Nathan Welch <[Nathan.Welch@terraecat.co.nz](mailto:Nathan.Welch@terraecat.co.nz)>

**Cc:** Zendesk ITSD Terra Cat <[support@itsdterraecat.zendesk.com](mailto:support@itsdterraecat.zendesk.com)>

**Subject:** FW: [IT Service Desk] Assignment: In service Kiosk access

Hey guys,

Do you understand how the InService Kiosk Version is set up because I certainly don't 😊

Hoping you can assist here

Kind regards,

**Jess Beattie**

**Service Desk Analyst - Terra Cat**

24 Amyes Road, PO Box 16168, Christchurch, 8042

**DDI:** 0800 95 95 98

**E:** [Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



**From:** Scott White <[Scott.White@terraecat.co.nz](mailto:Scott.White@terraecat.co.nz)>

**Sent:** Wednesday, 27 April 2022 6:51 pm

**To:** Jess Beattie <[Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz)>; IT Service Desk <[support+id80MDP7-](mailto:support+id80MDP7-)

[8KMK@itsdterracat.zendesk.com](mailto:8KMK@itsdterracat.zendesk.com)>

**Cc:** Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>

**Subject:** RE: [IT Service Desk] Assignment: In service Kiosk access

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**Sent:** Wednesday, 27 April 2022 8:01 AM

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**Cc:** Scott White <[Scott.White@terracat.co.nz](mailto:Scott.White@terracat.co.nz)>

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Kind regards,

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**Service Desk Analyst - Terra Cat**

24 Amyes Road, PO Box 16168, Christchurch, 8042

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**Sent:** Tuesday, 26 April 2022 6:52 pm

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26 Apr 2022, 18:49 GMT+12

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**Ticket #** 334698  
**Status** Open  
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**Assignee** Jess Beattie  
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[80MDP7-8KMK]Ticket-Id:334698Account-Subdomain:itsdterra.cat

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