Date	Name	SSO	Category
15-Jan	Cynthia Caine	221012962	Software
15-Jan		221012962	Peripherals
15-Jan	Paul Whitaker	110007122	Outlook
15-Jan	Denis Hall	123038327	Outlook
15-Jan	Richard Parker	213035460	Peripherals
15-Jan	Ennio Caltone	121007906	Mobility
15-Jan	Roland Munro	502205759	
15-Jan	Fatima Castaneda	110022545	Remote Access
15-Jan		121012456	Peripherals – USB BB Charger
15-Jan	Adam Forde	121004385	Encryption
15-Jan	Heather John	110015181	Wireless
15-Jan	Mark Horncastle	110008934	Mobility
15-Jan	Michael Antoniette	213012543	Network Connecti
15-Jan	Alistair Francis	212391414	Mozy
15-Jan	iPhone Charger	212391414	Mobility
15-Jan		125004669	Mobility
15-Jan	Mark Page	212390436	Encryption
15-Jan	Paul Woods	123006446	Loans
15-Jan		110005724	Encryption
15-Jan		101019223	Software
15-Jan		101019223	Email
15-Jan		0	Software
15-Jan		123062469	Outlook
15-Jan		110024504	PC Hardware
15-Jan		123029294	Software
15-Jan		106003477	Mobility
15-Jan		110024504	Mobility
15-Jan		123036151	Software

IT TechBar Accessory Service

Action
Action: Cynthia is in tomorrow then leaves for U.S the following day. Laptop with Farhan. Needs to be rebuilt.
Outlook new pst
Broken Glass on iPhone 4S
BBquery
Added proxy and can now access ge pages from onsite. Auto detect + proxy have been enabled.
Blackberry Charger
Safeboot corruption: Farhan team to rebuild laptop
Raised wifi priority; deleted redundant hotspots
Issue with Phone CRE
Dropped out.Moved to priority to top of list.
Request for mozy
VPN Token. Ticket raised with Helpdesk
Power Pack: Loaned out
Softphone: Setup
Change AD Password
Add email in uniflow
Video conferencing. How to?
Calendar
X1 power cable. loaned
Assist to log DG Exception
Blackberry swap out
Blackberry Refresh
Software does not install. Java 7 needs installing but returns error

Status	Initials	Incident number
Logged	J.R	
Fixed		
Fixed		
Fixed		
Fixed	J.A	
Loaned		
Logged		
Fixed		
Fixed	J.A	
	A.K	
Logged		
	M.I	
Fixed		
Logged		

Number of visitors:			
28			
Number of cases resolved			
7			
Logged			
4			
Total Loaned	iPhone USB	USB BB Cha	Peripherals
1	0	1	0
Pending			
0			

- Travel Adaptors