

Desktop - Laptop/Desktop not working

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Title

Desktop - Laptop/Desktop not working

Purpose:

Follow this procedure when a user reports following or other similar issues-

Laptop/Desktop running slow and lagging
Laptop/Desktop screen freezes/stuck or went black
Laptop/Desktop- broken or damaged screen

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

Please document following Device specific and other details in Description field-

Model Name Model Number IP Address Serial Number/Service Tag Has this device ever worked: Y/N? When did it stop working? Preferred day/time to contact

5.

Please perform and document basic troubleshooting before escalating the issue.

6.

In some case, if issue gets fixed after restart/force restart the system, browser reset and system update, then follow resolution process.

7.

Follow the escalation/resolution process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Windows Laptop/Desktop

Service

Not found in Service Now

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Windows Laptop/Desktop

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Escalation Group

Escalate incident to correct group based on Clinic and Corporate user- Check user's department and title which can be found within Service Now.

For clinic user (Department should be of 4 or 6 digits and Title can be RN, PCT, Clinic Manager, Facility admin, secretary, etc.)-

DTI-EUX-FSS Ticket Allocation - L1

For corporate user and others (Department shows as 9900XXXX, 5500XXXX, 6500XXXX, 1100XXXX, etc.)-

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