

Laptop/Desktop/Tablet - Issue connecting to internet

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Purpose:

Follow this procedure when a user reports that internet is not connecting to laptop/desktop/tablet

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 (before escalating the incident)-

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

5.

Please perform basic troubleshooting as follows-

If user is at clinic, check

Internet is down for the whole clinic or not. Follow Help Desk Wiki - Internet - down for the whole clinic | ServiceNow in case of Internet down issue for whole clinic. Ethernet cable is connected properly. Try to reboot the system.

If user is at home (remote area), check

Internet working on other devices or not. Try to restart router or modem to resolve common internet issue. Check and try to connect to available networks under Network & Internet Settings.

6.

In case, problem still persists, follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Windows Laptop/Desktop or End User Tablet – Android/Ipad or Clinic (Specific)

Service

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 or End User Tablet – Android/Ipad or Clinic (Specific)

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.)-

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

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