**The Email**

You will receive 2 emails each day from [noreply@ibm.com](mailto:noreply@ibm.com). One is for Eastern/ Central, and one is for Mountain/ Pacific.

* You always start with the earliest time zone. Eastern => Central => Mountain => Pacific

Text

Description automatically generated

Column 1- Time Zone:

Column 2: Computer name: Informs of store and register number

Column 3: Error: Tells you what error that kept from closing properly

Column 4: Comp type: Desktop, Tab, as well as model

Column 5: Address: In the event you need to RDP into the machine

Column 6: Last check in: Confirm todays date and not an outstanding issue.

**Connecting to the Device**

* You will connect to the register with IBM big fix.

Graphical user interface

Description automatically generated

* You will sign in with the administrative username and password.Graphical user interface

  Description automatically generated
* This screen shows you the Closing error. Graphical user interface, text, application

  Description automatically generated
* Click on the small box with the arrow at the top of screen, and when window opens, select windows explorer.

Graphical user interface, application

Description automatically generated

* Select Local Disk (C).

Graphical user interface, application

Description automatically generated

* Select environment

Graphical user interface, text, application, email

Description automatically generated

* Select marker.

Graphical user interface, text, application, email

Description automatically generated

* Delete all markers in this folder.
* Close out the window.
* DO NOT restart or log off the register for this error.
* If you do, it will come back up.
* Lastly press F8 to open for the day.