

Document 3: Technical Support Procedures

Title: IT Helpdesk and Technical Support Guide

Department: IT Support

Effective Date: February 1, 2024

Document ID: IT-SUPPORT-2024-003

1. Ticket Prioritization Matrix

Priority Levels:

P1 (Critical): System-wide outage, multiple users affected

Response: 15 minutes

Resolution: 4 hours

Example: Email server down, VPN inaccessible

P2 (High): Single user unable to work

Response: 1 hour

Resolution: 8 hours

Example: Laptop not booting, critical software failure

P3 (Medium): Non-critical issue affecting productivity

Response: 4 hours

Resolution: 24 hours

Example: Printer setup, software installation

P4 (Low): General inquiry, feature request

Response: 24 hours

Resolution: 5 business days

Example: Password reset, access request

2. Common Issue Resolution

Password Reset:

User visits <https://password.company.com>

Enters company email address

Receives OTP on registered mobile

Sets new password meeting complexity requirements

Self-service available 24/7

Email Configuration:

Outlook Settings:

Server: outlook.office365.com

Username: full email address

Authentication: OAuth2

SMTP Port: 587 with TLS

Mobile Device Setup:

Use Microsoft Outlook app (recommended)

Alternative: Native mail client with Modern Auth

Do not use basic authentication

VPN Connection Issues:

Troubleshooting Steps:

Check internet connection

Verify GlobalProtect client version (min 5.2.8)

Clear client cache: gpclient --clear

Check firewall settings (allow UDP 443)

Contact helpdesk with error code

Printer Setup:

Network Printers:

Open "Devices and Printers"

Click "Add a printer"

Select "The printer I want isn't listed"

Enter: \\printserver.company.com\[printer-name]

Install driver automatically

Test with sample page

3. Hardware Request Process

Standard Issue Equipment:

Laptop: Dell Latitude 7440 or MacBook Pro 14"

Monitors: Dual 24" Dell monitors (max 2)

Docking station: Dell WD22TB4

Headset: Jabra Evolve2 65

Request Procedure:

Submit request via Procurement Portal

Manager approval required

IT team processes within 3 business days

Equipment shipped to office or home address

Setup guide provided via email

Equipment Return:

Offboarding employees must return all equipment

Schedule pickup with facilities team

Factory reset required for laptops

Missing equipment charged to department budget

4. Software Support

Licensed Software Issues:

Adobe Creative Cloud: Clear cache via Creative Cloud Cleaner tool

Microsoft Office: Run online repair via Control Panel

Development tools: Reinstall via Software Center

Browser Support:

Supported: Chrome (latest 2 versions), Edge (latest)

Limited support: Firefox, Safari

Unsupported: Internet Explorer

Certificate Issues:

Error: "Your connection is not private"

Download root certificate from <https://certs.company.com>

Install in Trusted Root Certification Authorities

Restart browser

If persists, check system date/time

5. Security Incident Response

Suspicious Email Actions:

Do NOT click links or attachments

Forward entire email to phishing@company.com

Delete from inbox

If clicked, immediately change password and report

Malware Detection:

Disconnect from network immediately

Contact security team at ext. 5555

Do not attempt cleanup

Preserve device for forensic analysis

Data Breach Protocol:

Contain: Isolate affected systems

Assess: Determine scope of breach

Notify: Inform security lead and legal team

Remediate: Apply fixes and restore from backup

Review: Post-incident analysis