

# St. Michael's College

## IT Problem Reporting Procedure

### Residential Students

If you experience problems with any computers, other hardware, software or the network owned by St. Michael's College please follow the instructions below.

Before asking for help please check the following:

1. Is everything plugged in? Do you see any loose/unplugged cables?
2. Does your machine have power? If using a laptop, are you using mains or battery power? If using the battery, is it charged?
3. Is the power supply working in the area where you are working?
4. Are you typing your password and username correctly? Is the Caps Lock key on? (passwords and ID's may be case sensitive)
5. Are others experiencing the same problem?
6. Does rebooting your machine solve the problem?

If you complete all the relevant points above and your problem is not solved please collect the following information:

1. Make a note of the exact text of error messages (if any).
2. Write a brief description of what you were trying to do and what happened; the exact sequence of events that led to the problem (e.g. the commands issued, or procedures followed).
3. Make a note of the name and version of the software you were using when the problem occurred (e.g. Microsoft Word 2000, Adobe Acrobat 7).
4. If it is a networking problem, what are you unable to access? What are the symptoms? Is it just your computer or are others affected?
5. Has anything changed, been upgraded or modified on your system since the last time it worked?
6. How long has this problem been going on? When did it last work properly?

When you have collected the relevant details please print this information and hand it to the Receptionist who will log your ICT issue. Logged ICT issues will be checked regularly and will be dealt with on a priority basis. In urgent cases it may be possible to provide immediate support but this cannot be guaranteed. If resolution of your problem is urgent please contact Stephen Roberts.

Please note that not knowing how to use, or incorrectly using, software is not an IT problem; the College does not have the resources to provide training in the use of ICT facilities. Such issues are problems only if an IT program or facility does not function correctly.

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