

Staff member,

Have you ever submitted a request for tech support and when the IT staff arrived, you were unable to replicate the technical problem?



Believe it or not, our IT staff does not work magic...there is often a very simple reason for why the program or computer works fine when they arrive to work on it.

Your computer has been shutdown or restarted.

For your computer to work properly, it needs to be shutdown or restarted on a regular basis. As an end user, one of the first things you can do to troubleshoot a technical problem is to shut down your applications and restart your computer. Then, launch the program and see if the problem has resolved itself.

If restarting your computer does not fix the problem please contact your building media specialist for further assistance.

Respectfully,

Your IT Department