

## What should I do when I report an incident?

Contact IT Services by telephone on extension 2220 or by e-mail [ithelp@tees.ac.uk](mailto:ithelp@tees.ac.uk).

When you report the problem -:

Tell us your name.

Your user number which begins with U and is based on your Personnel Number.

Your School/Dept.

Your works/contact phone number and your E-mail address.

A description of the problem including -:

What happened in the build up to the problem occurring e.g. what were you doing before the problem occurred.

Have any changes taken place at your work station or in the area where you are located?

This may be relevant for problems that are obviously connectivity type problems as well as those that may look more like a software problem.

Are you trying something new, that you have not been able to do previously from your current machine?

Since the problem occurred, has there been any remedial action carried out by you and/or other colleagues?

Tell us how critical the problem is with regard to the work you are trying to carry out.

Can you e-mail any error message to either the Service Desk or to the ICT person who is helping you?

Have you tried re-booting the system?