



I NEED TO
COMMUNICATE WITH
SOMEONE IN THE CLA-IT
OFFICE

Use the Flowchart below to help Aubie determine the best way to reach out to the CLA-IT staff to get the fastest resolution for their IT-related question.



- * EXAMPLES
- HOW DO I..?
 - INSTRUCTIONS
 - UPDATING ACCESS TO EMAIL OR CLOUD STORAGE
 - REQUESTING NEW SOFTWARE
 - REQUESTING NEW HARDWARE
 - CREATE NEW IT SERVICES
 - CHECKOUT A LAPTOP
 - ETC

AFTER SUBMITTING YOUR INCIDENT REPORT/HELP REQUEST YOU WILL RECEIVE AN AUTOMATED EMAIL SHOWING HOW YOUR TICKET HAS BEEN ROUTED THROUGH THE SYSTEM. AT ANY TIME YOU CAN ADD MORE INFORMATION TO THE TICKET OR REPLY TO QUESTIONS BEING ASKED



IT Service Portal Automated Message



New Incident Notification

[INC0174859 - Laptop Computer will not turn on](#) has a new comment or work note.

Caller

Tracey Teacher (ttt0000)

Building Name

Not Selected

Room

Not Selected

Assignment Group

(DIT) Liberal Arts

Assigned To

Darrell Crutchley

Description

Dear Darrell,
Hello! This is Tracey Teacher from Haley. My laptop is not working—won't power up. What should I do? Thank you in advance for your help. Best,
Tracey
Sent from my iPhone

Comments

08/05/2022 15:34:50 CDT - Tracey Teacher	Additional Comments
Thanks so much!	
08/05/2022 15:32:36 CDT - Darrell Crutchley	Additional Comments
Matthew took it to the AU Bookstore to have them run diagnostics on it.	
08/05/2022 15:18:14 CDT - Tracey Teacher	Additional Comments
Hello Darrell! I dropped it off today. Did you have a chance to take a look at it?	

EITHER CLICK REPLY IN OUTLOOK OR CLICK ON THIS LINK TO CORRESPOND WITH THE ASSIGNED TECHNICIAN

Original Problem Description

Running correspondence relevant to this incident

(Newer Items at the top)