I need to communicate with someone in the CLA-IT office

Did something break or stop working? YES

CREATE AN INCIDENT REPORT AT AUB.ie/REPORT-ISSUE OR EMAIL CLAHELP@AUBURN.EDU

NO

I need some other type of assistance from CLA-IT*

YES

CREATE A SERVICE REQUEST AUB.ie/CLA-HELP OR EMAIL CLAHELP@AUBURN.EDU

NO

It appears your need to communicate is more personal, not an issue relating to IT. Maybe you want to invite XX to lunch or tell them there is leftover food in your office from a reception 🍗-upload.png. In this case email or text the person directly.

* 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

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
Thanks so much!

08/05/2022 16:32:36 CDT - Darrell Crutchley
Matthew took it to the AU Bookstore to have them run diagnostics on it.

08/05/2022 15:18:14 CDT - Tracey Teacher
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 correspondance relevant to this incident
(Newer Items at the top)