



END USER SUPPORT

This crib sheet provides a quick overview of how to contact the CNT Support Desk, the information required, and the checks to make before calling.

BEFORE CALLING THE SUPPORT DESK

Before reporting a call to the CNT Helpdesk, you may want to run through following checklist:

No Power (All Equipment)

- Is the equipment plugged in and switched on?
- Is the power lead securely fixed to the equipment?
- Is there more than one piece of equipment without power? (This may indicate electrical problems at this site.)
- Has the equipment been tried in another power socket or has the socket been tested with other equipment?

Printers (Not printing, poor print quality, error messages)

- Check plugs, cables & switches
- Check that printer is not "off-line"

- Replace worn Ribbons or Toner cartridges
- Check the operating manual for relevant error messages

Mouse (Not working or erratic response)

- Check for twisted cables or loose connection
- Check the mouse ball and internal rollers for dirt and/or damage
- Unplug mouse connection and re-plug, then re-boot PC
- Check mouse settings in Start->Settings->Control Panel

LOGGING SUPPORT CALLS

The following paragraphs detail the process of logging a call and the call handling process.

CONTACTING THE SUPPORT DESK

Calls to the support desk can be logged in three ways:

- By Phoning 01706 747474
- By Emailing support@cnt.co.uk
- By Web <http://helpdesk.cnt.co.uk>

REQUIRED SUPPORT CALL INFORMATION

Before contacting the CNT Helpdesk please prepare the following information. This will enable the CNT Helpdesk to provide you with the best possible service.

- Location
- Contact Name (the person with the fault)
- Telephone Number (as above)
- Type of Fault (Hardware, Software, etc...)
- Description of Fault
- Access times (if onsite visits are required)

Upon contacting the support desk you will be allocated a unique support call reference number, use this in the future when following up progress with the call.

WEB BASED SUPPORT DESK

You can also check the status of your calls by logging into CNT's Support Desk system over the internet to view real time information of call status and history.