

Morello, Jr., Joseph

From: SMCCCD- ITS HelpCenter <helpcenter@smccd.edu>
Sent: Thursday, July 12, 2018 12:27 PM
To: Morello, Jr., Joseph
Subject: Support Case [68512] Closed

Notification Report - Support Case Update **LOGIN / UPDATE**

Support Case: 68512 was updated. Please review new updates below.

Thank you for using the SMCCCD ITS HelpCenter! Your support case has been reviewed by HelpCenter Staff and assigned to and ITS staff member. Please review your support case information below. It may include: Information to help solve the problem, Request for additional information from you to help solve the problem, or a complete solution to your problem or question. Any information you want to add to this case should be directed to the Help Center at: <http://www.smccd.edu/helpcenter> Click on "show all my work orders" Click on the work order you wish to update. Add information in the box provided, then click SUBMIT. The technician will be informed immediately. Helpful information:
- If you are in need of a battery for your computer or Toner Cartridges for your Printer, your Division needs to order them prior to submitting a work order for a Technician to install them for you. Printer Cartridges should be purchased from Office Depot (Please look for OEM toner ONLY), via the link on our DSGS site - <http://www.smccd.net/DSGS>
Technicians do not carry Toner cartridges due to the large variety of printers across the District. - The DSGS site (District Supported Goods & Services) is a joint project between the Purchasing Department and ITS. This page contains SMCCCD recommended and supported Hardware and Software including Printers, PC's, Fax, Cell Phones, Projectors etc with special Educational pricing. Please visit <http://www.smccd.net/DSGS>

Morello,Jr_Joseph Name: Joseph Morello, Jr. Company: Skyline Street: 3300 College Drive Mailstop: BLDG 03-3130 City/St/Zip: San Bruno,CA 94066 Country:	Email: morelloj@smccd.edu Phone1: (650) 738-4293 Phone2: Fax: Contact by: Notes:	68512 Duplicate Case: None
--	---	---

One Line Description: Can t Open banner on my desktop **Reference:**

Case History:
ITS Helpcenter Request
Contact Information: Joseph Morello, Jr.
Telephone: (650) 738-4293
Email: morelloj@smccd.edu
Description: Banner application will not open on my desk top. I need access to Banner to do my job.
Thursday July 12, 2018 10:07 AM PST Updated By [Wendy Lum]
CASE ASSIGNED TO GROUP: SKYLINE IT SUPPORT
CASE ASSET NUMBER SET TO:
CASE ASSIGNED TO TECH: Wendy Lum
CATEGORY CHANGED FROM [Resource==Computer - Mac hardware or software] TO [Resource==Computer - PC hardware or software]
Case History:

Thursday July 12, 2018 11:03 AM PST Updated By [Wendy Lum]
CASE ASSET NUMBER SET TO:
Case History:
11:30am today.

Thursday July 12, 2018 12:26 PM PST Updated By [Wendy Lum]

CASE ASSET NUMBER SET TO:
CASE STATUS CHANGED TO: Closed
CASE DURATION: Days:0 Hours:3
Case History:

Case Summary:

Case Resolution:
I uninstalled java and installed java.

Problem Type:
New Work Request

Resource
Computer - PC hardware or software

Optional Information Fields

LOCATION - ROOM NUMBER: 3-130

Web+Center Help Desk From Internet Software Sciences www.inet-sciences.com

Morello, Jr., Joseph

From: SMCCD- ITS HelpCenter <helpcenter@smccd.edu>
Sent: Thursday, July 12, 2018 12:27 PM
To: Morello, Jr., Joseph
Subject: Customer Survey For Case: 68512

Customer Survey

ITS would appreciate your assistance in completing a survey regarding this recently completed support request. Please click the link below to answer the survey questions and help us provide the best possible support. Thank you! Information Technology Services SMCCCD

CASE ONE LINE DESCRIPTION: Can't Open banner on my desktop

[Click Here to Take the Customer Survey](#)